INFORMATION BOOKLET

Pertaining to The Regulation of Mobile/Manufactured Home Manufacturers, Dealers and Installers

PREPARED BY
MANUFACTURED HOUSING SECTION
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS
DIVISION OF MOTORIST SERVICES
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

HSMV-81094 (Rev. 07/11)
PREFACE

This booklet summarizes the functions and responsibilities of the Bureau of Motor Vehicle Field Operations (BMVFO) and the Manufactured Housing Section (MHS), Division of Motorist Services (DMS), Florida Department of Highway Safety and Motor Vehicles (DHSMV) to assure compliance with federal and state laws and regulations regarding mobile/manufactured homes offered for sale in Florida. The regulation of modular homes, however, is the responsibility of the Florida Department of Community Affairs.

If you are a manufacturer of mobile/manufactured homes, a dealer who sells mobile/manufactured homes, or an installer who sets up mobile/manufactured homes in Florida, this booklet will be valuable for you.

Should you have any questions or problems concerning the manufacture or sale of mobile/manufactured homes, please contact the BMVFO or MHS in our headquarters offices or one of our regional offices. The locations, addresses and telephone numbers of the BMVFO offices are shown in Exhibit 23 and the locations, addresses and telephone number of the MHS offices are shown in Exhibit 1 of this booklet.

AUTHORITY

# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. MOBILE/MANUFACTURED HOME MANUFACTURERS</td>
<td>1</td>
</tr>
<tr>
<td>A. Licensing Mobile/Manufactured Home Manufacturers</td>
<td>1</td>
</tr>
<tr>
<td>1. License Requirements</td>
<td>1</td>
</tr>
<tr>
<td>2. License Fees</td>
<td>1</td>
</tr>
<tr>
<td>3. Bond or Irrevocable Letter of Credit Requirement</td>
<td>2</td>
</tr>
<tr>
<td>B. Mobile/Manufactured Home Construction Standards</td>
<td>2</td>
</tr>
<tr>
<td>1. Requirement for a Design Approval Primary Inspection Agency (DAPIA)</td>
<td>2</td>
</tr>
<tr>
<td>2. Requirement for a Production Inspection and Primary Inspection Agency (IPIA)</td>
<td>3</td>
</tr>
<tr>
<td>3. Requirement for a State Administrative Agency (SAA)</td>
<td>3</td>
</tr>
<tr>
<td>C. Mobile/Manufactured Home Labels</td>
<td>3</td>
</tr>
<tr>
<td>1. HUD Label Display</td>
<td>3</td>
</tr>
<tr>
<td>2. Missing HUD Labels</td>
<td>3</td>
</tr>
<tr>
<td>3. Ordering HUD Labels</td>
<td>3</td>
</tr>
<tr>
<td>4. HUD Label Refunds</td>
<td>4</td>
</tr>
<tr>
<td>5. Manufacturer Loss of HUD Labels</td>
<td>4</td>
</tr>
<tr>
<td>6. HUD Label Replacements</td>
<td>4</td>
</tr>
<tr>
<td>7. HUD Label Transfers</td>
<td>4</td>
</tr>
<tr>
<td>8. Formaldehyde Health Warning Notice</td>
<td>4</td>
</tr>
<tr>
<td>D. Manufacturer Manuals</td>
<td>5</td>
</tr>
<tr>
<td>E. Mobile/Manufactured Home Manufacturer Warranties</td>
<td>5</td>
</tr>
<tr>
<td>F. Used Running Gear</td>
<td>5</td>
</tr>
<tr>
<td>G. Manufacturer's Statement or Certificate of Origin</td>
<td>5</td>
</tr>
<tr>
<td>1. Manufacturer's Statement or Certificate of Origin Requirements</td>
<td>5</td>
</tr>
<tr>
<td>2. Measurements of Mobile/Manufactured Homes</td>
<td>7</td>
</tr>
<tr>
<td>H. Inspections in Mobile/Manufactured Home Plants</td>
<td>7</td>
</tr>
<tr>
<td>1. Notices of Violation</td>
<td>7</td>
</tr>
<tr>
<td>2. Red Tagging of Mobile/Manufactured Homes</td>
<td>7</td>
</tr>
</tbody>
</table>
3. Increased Frequency Inspections

4. 100% Inspections

5. Hourly Charges for Special Inspections

I. Mobile/Manufactured Home Plant Reporting Requirements

   1. Manufacturer Data Report (HSMV Form HSMV-81305)
   2. Manufactured Home Monthly Production Report (HUD Form 302)
   3. Adjustment Report for HUD Form 302 (HUD Form 304)

II. MOBILE/MANUFACTURED HOME DEALERS

   A. Licensing Mobile/Manufactured Home Dealers

      1. License Requirements
      2. License Fees
      3. Bond or Irrevocable Letter of Credit Requirement
      4. Licensing Seminar

   B. Mobile/Manufactured Home Dealer Responsibilities

      1. Temporary Off-Premises Sale Permit
      2. Registration of Salesperson(s)
      3. Notification to HUD of Mobile/Manufactured Home Sale
      4. Notification to Customers Regarding Dispute Resolution

   C. Mobile/Manufactured Home Dealer Warranties

   D. Inspections of Mobile/Manufactured Home Dealer Lots

       1. Notices of Violation
       2. Red Tagging of Mobile/Manufactured Homes

III. MOBILE/MANUFACTURED HOME INSTALLERS

   A. Mobile/Manufactured Home Uniform Installation Standards

   B. Mobile/Manufactured Home Installation Component Approval

   C. Mobile/Manufactured Home Installer Licensing

      1. License Requirements
      2. License Fees
      3. Bond Requirements
      4. Liability Insurance Requirements
      5. License Training Course

   D. Mobile/Manufactured Home Installation Warranty
E. Mobile/Manufactured Home Installation Decals.......................................................................17
   1. Installer Decal Display........................................................................................................17
   2. Ordering Installer Decals....................................................................................................17
   3. Installer Decal Refunds.......................................................................................................18

F. Inspection of Mobile/Manufactured Home Installation.........................................................18
   1. HUD Wind Zone Restrictions............................................................................................18

IV. MOBILE/MANUFACTURED HOME REPAIR AND REMODELING......... 18

V. MOBILE/MANUFACTURED HOME COMPLAINTS................................. 19
   A. Department of Highway Safety and Motor Vehicles Jurisdiction
      Over Mobile/Manufactured Home Complaints.................................................................19
   B. Mobile/Manufactured Home Manufacturer or Dealer Complaints............... 19
      1. Filing a Mobile/Manufactured Home Manufacturer or Dealer
         Complaint.......................................................................................................................19
      2. Processing a Mobile/Manufactured Home Manufacturer or Dealer
         Complaint.......................................................................................................................20
   C. Mobile Home and Recreational Vehicle Protection Trust Fund....................... 21
      1. Eligibility for Reimbursement from the Trust Fund....................................................21
      2. Applying for Reimbursement from the Trust Fund......................................................21
   D. Mobile/Manufactured Home Installer Complaints............................................... 22
      1. Filing a Mobile/Manufactured Home Installer Complaint.........................................22
      2. Processing a Mobile/Manufactured Home Installer Complaint..............................23

VI. ADMINISTRATIVE ACTIONS.............................................................................. 24
   A. Initiating Administrative Action Procedures.................................................................24
   B. Processing Administrative Actions................................................................................24

VII. CRIMINAL PENALTIES....................................................................................... 25

EXHIBITS

1. Manufactured Housing Section Offices..............................................................................26
2. Application for a License as a Motor Vehicle or Recreational Vehicle Manufacturer,
   Importer, or Distributor, or a Mobile Home Manufacturer (HSMV-84256).................27
3. Renewal Application for Mobile Home Manufacturer or Recreational Vehicle
   Manufacturer, Importer or Distributor (HSMV-86218)...................................................29
4. Surety Bond for Mobile Home Manufacturer (HSMV-86050)........................................31
5. Irrevocable Letter of Credit for Mobile Home Manufacturer (HSMV-86059)……32
6. HUD Label……………………………………………………………………………………………………33
7. Application for Standard Seals/Labels (HSMV-81300)………………………………………………34
8. Request and Payment for Labels (HUD-301)……………………………………………………………35
10. Lost Label Report IPIA/Manufacturer/Losing Party (HUD-203)……………………………………37
11. Damaged Label Report IPIA/Manufacturer (HUD-203B)……………………………………………39
12. Manufacturer's Statement or Certificate of Origin to a Mobile Home……………………………40
13. Measuring Mobile/Manufactured Home Length and Width………………………………………42
14. Florida Manufacturer's Inspection Report (HSMV-81010)……………………………………………43
15. Florida Manufacturer's Inspection Supplement Report (HSMV-81009)…………………………45
16. Red Tag Used to Warn Mobile/Manufactured Home Manufacturers and Dealers That a Home May Not Be Sold until It is brought Into Compliance With National Manufactured Housing Construction and Safety Standards……………47
17. Manufacturer Data Report (HSMV-81305)………………………………………………………………48
18. Adjustment Report for Form 302 (HUD-304)……………………………………………………………49
19. Application for a License as a Motor Vehicle, Mobile Home, or Recreational Vehicle Dealer (HSMV-86056)………………………………………………………………………………………………50
20. Renewal Application for Motor Vehicle, Mobile Home, or Recreational Vehicle Dealer (HSMV-86720)………………………………………………………………………………………………56
21. Surety Bond for Mobile Home Dealer (HSMV-86018)………………………………………………57
22. Irrevocable Letter of Credit for Mobile Home Dealer (HSMV-86058)…………………………58
23. Bureau of Motor Vehicle Field Operations Office Addresses and Telephone Numbers…………………………………………………………………………………………………………………………….59
24. Rule 15C-2.011, Florida Administrative Code (F.A.C.) regarding the inclusion or Exclusion of wheels, axles and drawbars in the mobile/manufactured home sales Agreement……………………………………………………………………………………………………………………60
25. Temporary “Supplemental” Application and Permit for an Off-Premises Sale by A Motor Vehicle, Mobile Home or Recreational Vehicle Dealer (HSMV-84200)………………51
26. Registration of Mobile Home Dealer’s Salesperson(s) (HSMV-84045)……………………………..52
27. Notice of Violation or Non-Compliance (HSMV-81087)………………………………………………53
28. Application for Florida Certification of Mobile/Manufactured Home Installation Component or Product (HSMV-81032)…………………………………………………………………………………………………………………………….64
29. Manufactured/Mobile Home Installer License Application (HSMV-81401)…………………………66
30. Mobile Home Dealer/Installer License Application (HSMV-81409)………………………………67
31. Performance Bond for Mobile Home Installer (HSMV-81402)………………………………………68
32. Installer Exam Registration Form (HSMV-84012)………………………………………………………..69
33. Notice of Passing the Installer Examination (HSMV-84013)…………………………………………70
34. Florida Mobile/Manufactured Home Installer License………………………………………………71
35. Florida Mobile/Manufactured Home Installation Decal……………………………………………72
36. Mobile Home Installation Decal Order Form (HSMV-81404)………………………………………73
37. Florida Counties by HUD Wind Zones…………………………………………………………………74
38. BMVFO Complaint Affidavit Form (HSMV-84901)……………………………………………………75
39. MHS Complaint Registration Form (HSMV-81095)……………………………………………… 77
40. MHS Mobile/Manufactured Home Complaint Assignments…………………………………… 79
41. BMVFO Investigative Report Form (HSMV-84900)……………………………………………… 80
42. MHS Investigation Report Form (HSMV-81030)……………………………………………… 82
43. Application and Claim to Recover Compensation from the Mobile Home and
    Recreational Vehicle Protection Trust Fund (HSMV-84019)…………………………………… 83
44. Assignment of Judgment (RE: Mobile Home and Recreational Vehicle
    Protection Trust Fund) (HSMV-84027)………………………………………………………….. 88
45. Assignment of Claim/Suit (RE: Mobile Home and Recreational Vehicle
    Protection Trust Fund) (HSMV-84026)………………………………………………………….. 89
46. Installer Program Community Assistance Consultants……………………………………………… 90
47. Installer Complaint Investigative Report Form (HSMV-84011)…………………………………… 91
48. Example Administrative Complaint…………………………………………………………………… 92
49. Example Final Order…………………………………………………………………………………….. 98
50. Example Stipulated Agreement………………………………………………………………………… 100
MOBILE/MANUFACTURED HOME MANUFACTURERS

Any manufacturer of mobile/manufactured homes who wants to sell their homes in Florida must be licensed by the Florida Department of Highway Safety and Motor Vehicles (DHSMV) pursuant to Section 320.8225, Florida Statutes (F.S.). The license period for manufacturers is October 1 through the following September 30 of each year.

Licensing Mobile/Manufactured Home Manufacturers

**License Requirements:** An applicant for a license as a mobile/manufactured home manufacturer must submit the following materials to the Bureau of Motor Vehicle Field Operations of the Division of Motorist Services, DHSMV:

- A properly completed license application, form HSMV 84256 for original license (see Exhibit 2) and form HSMV 86218 for license renewal (see Exhibit 3) pursuant to Section 320.8225(2), F.S.
- A check or money order for the license fee.
- A Surety bond on form HSMV 86050 (see Exhibit 4) or an irrevocable letter of credit on form HSMV HSMV 86059 (see Exhibit 5).
- A copy of the manufacturer's warranty.
- Certification that no officer of the corporation has been convicted of a felony. In addition, if an officer has been convicted of a felony, the applicant must submit documentation from the relevant court of the specific criminal charge(s) and the case disposition.
- Corporate information including Articles of Incorporation and proof that the sole owner company, corporation, partnership or limited liability company has been properly registered with the Florida Secretary of State.
- Out of state corporations must provide a certificate of incorporation from their resident state or an affidavit stating their articles of incorporation are currently active under the laws of that state.

The address and telephone number of the Bureau of Motor Vehicle Field Operations office that licenses mobile/manufactured home manufacturers are as follows:

Dealer License Section  
Bureau of Motor Vehicle Field Operations  
Room A-312, Neil Kirkman Building  
2900 Apalachee Parkway, Mail Stop 65  
Tallahassee, Florida 32399-0600  
Telephone: (850) 617-3003

**License Fees:** The fee for an original mobile/manufactured home manufacturer license is $340, $300 of which is the original license fee pursuant to Section 320.8225(3), F.S., and $40 of which is to be deposited in the Mobile Home and Recreational Vehicle Protection Trust Fund pursuant to Section 320.781(2), F.S. The fee for a license renewal, which occurs annually, is $140, $100 of which is the license fee and $40 of which is to be deposited in the Mobile Home and
Recreational Vehicle Protection Trust Fund pursuant to the statutes cited above. If the license application and license fee is not received by October 1, however, the renewal license fee is equal to the original license fee.

**Bond or Irrevocable letter of Credit Requirement:** Section 320.8225(5), F.S., requires that every application for a mobile/manufactured home manufacturer license must be accompanied by a surety bond on form HSMV-86050 (see Exhibit 4) or irrevocable letter of credit on form HSMV-86059 (see Exhibit 5) in the amount of $50,000 to the department in favor of any retail customer who shall suffer loss arising out of noncompliance with code standards or failure to honor or provide warranty service. The department shall, upon denial, suspension, or revocations of any license notify the surety company of this action and the reason for the relevant action. Any surety company which pays any claim against the bond of any licensee shall notify the department, in writing, that it has paid such a claim and shall state the amount of the claim. Any surety company which cancels the bond of any licensee shall notify the department, in writing, of such cancellation, giving the reason for the cancellation.

**Mobile/Manufactured Home Construction Standards**

The U.S. Department of Housing and Urban Development (HUD) began to regulate the construction of mobile/manufactured homes in 1976 pursuant to the provisions of the National Manufactured Housing Construction and Safety Standards Act of 1974. In accordance with this law, HUD promulgated the Manufactured Housing Construction and Safety Standards in 1976; Title 24 Code of Federal Regulations (CFR), Part 3280. Section 320.823, F.S., provides that any mobile/manufactured home sold in Florida must conform to these standards. Copies of these standards may be ordered from:

Institute for Building Technology and Safety (IBTS)
505 Hunt mar Park Drive, Suite 210
Herndon, Virginia 22070
Telephone: (703) 481-2000

Copies of the standards may also be obtained from the HUD’s Manufactured Housing Program website on the Internet at the following address:

http://www.hud.gov/offices/hsg/sfh/mhs/mhshome.cfm/

In 1994, HUD amended the Manufactured Housing Construction and Safety Standards to provide for greater protection for mobile/manufactured homes from wind damage. During the severe hurricane seasons of 2004 and 2005, no mobile/manufactured home that was built after these new standards went into effect sustained any significant structural damage from the storms.

**Requirement for a Design Approval Primary Inspection Agency (DAPIA):**

In order to ensure that mobile/manufactured home manufacturers construct homes that are in compliance with HUD’s Manufactured Housing Construction and Safety Standards, they must employ a Design Approval Primary Inspection Agency (DAPIA) pursuant to 24 CFR, Section
3282.203. These are essentially engineering firms that must certify that the designs of mobile/manufactured homes are consistent with the standards. There are five such firms and one state agency that perform this function.

**Requirement for a Production Inspection and Primary Inspection Agency (IPIA):**

In addition, manufacturers are held accountable for building homes that are compliant with HUD's standards by agents of HUD which are referred to as Production Inspection and Primary Inspection Agencies (IPIA) pursuant to 24 CFR, Section 3282.351. The Manufactured Housing Section (MHS) is such an agent. The IPIA is responsible for certifying manufacturing plants before they can begin operations and for routinely inspecting manufacturing in the plants to ensure that they are in compliance with the Manufactured Housing Construction and Safety Standards. There are 10 states in which a state agency acts as the IPIA. In the other states where mobile/manufactured home manufacturing occurs, the IPIA is a private company. There are five such companies.

**Requirement for a State Administrative Agency (SAA)**

Complaints about mobile/manufactured homes are handled by a State Administration Agency (SAA). Such complaints may be about factory defects or the installation of a mobile/manufactured home. In Florida the Manufactured Housing Section (MHS) is the SAA. There are 37 states that act as the SAA. In the other states this duty is handled by the U.S. Department of Housing and Urban Development. The SAA also do inspections of mobile home dealer lots to determine whether there are any homes for sale that do not meet the requirements of the Manufactured Home Construction and Safety Standards. If there are, they “red tag” these homes so they cannot be sold until they are brought into compliance with the standards.

### Mobile/Manufactured Home Labels

**HUD Label Display:** Every mobile/manufactured home must receive a HUD label certifying that it was built in accordance with the Federal Manufactured Housing Construction and Safety Standards (see Exhibit 6). Pursuant to 24 CFR, Section 3280.11, the label shall be approximately 2 inches by 4 inches in size and shall be permanently attached to the home by means of 4 blind rivets, drive screws, or other means that render it difficult to remove without defacing it. It shall be etched on 0.32 inches thick aluminum plate. The label number shall be etched or stamped with a 3 letter designation which identifies the Production Inspection and Primary Inspection Agency (IPIA) for the state in which the home is manufactured. Each label shall also be marked with a 6 digit number which the label supplier will furnish. The label shall be located at the tail–light end of each transportable section of the home approximately one foot up from the floor and one foot in from the road side.

**Missing HUD Labels:** HUD does not reissue labels for mobile/manufactured homes; however, they will issue a letter of label verification for units for which they can locate the necessary historical information.

**Ordering HUD Labels:** HUD labels must be ordered from MHS using form HSMV-81300 (see Exhibit 7). This form must also be accompanied by a completed HUD Form 301 which MHS
will forward to HUD (see Exhibit 8). Each HUD label cost $71, $39 of which is payable to HUD and $32 of which is payable to the DHSMV. HUD labels are issued to mobile/manufactured home manufacturers only. The address and telephone number of the MHS headquarters office where HUD labels are purchased are as follows:

HUD Label Section
Manufactured Housing Section
Room A-129, Neil Kirkman Building
2900 Apalachee Parkway, Mail Stop 66
Tallahassee, Florida 32399-0640
Telephone: (850) 617-3070

HUD labels are sequentially numbered; however, HUD labels for multiple sections of a mobile/manufactured home may not be sequentially numbered. A record is kept by MHS of all labels sold to each manufacturer. This data is reported to HUD on HUD form 302 (see Exhibit 9) on or before the 10th of each month.

**HUD Label Refunds:** Upon notification that a manufacturer has ceased operations, which shall be interpreted to mean that the factory has permanently closed and surrendered its license to the DHSMV for cancellation, a refund will be allowed on all unused HUD labels that are returned by the original purchaser with a letter requesting the refund. A refund can only be processed after all the required manufacturer reports have been received by MHS.

**Manufacturer Loss of HUD Labels:** When a HUD label is lost the manufacturer must complete a HUD form 203 which explains the loss (see Exhibit 10) and steps taken to recover the loss. This form is sent to the MHS. A replacement HUD label is not issued to a manufacturer when a HUD label is lost by the manufacturer.

**HUD Label Replacements:** A replacement HUD label may be issued to a manufacturer if the original label is damaged. When a label is damaged in transit the original label must be returned with the request for a replacement accompanied by a completed HUD form 203B which explains the damage (see Exhibit 11). These requests should be sent to MHS. Replacement HUD labels are provided at no charge.

**HUD Label Transfers:** A HUD label or set of labels may be transferred from one plant to another plant owned by the same entity (i.e., sole owner, corporation, partnership, or Limited Liability Company). To transfer a label from one plant to another, however, requires the approval of MHS. No labels may be transferred from a plant to another plant owned by a different entity.

**Formaldehyde Health Warning Notice:** The Federal Manufactured Home Construction and Safety Standards (CFR 24, Section 3280.309) require that each mobile/manufactured home shall have a Health Notice on formaldehyde emissions prominently displayed in a temporary manner in the kitchen (counter top or exposed cabinet face). The notice shall be legible and typed using letters at least ¼ inch in size. The title shall be in red and typed using letters at least ¾ inch in size. The notice is not to be covered up with sales brochures, supplies, etc. and shall not be removed by a dealer or manufacturer until the entire retail sales transaction has been completed.
Manufacturer Manuals

24 CFR, Section 3282.207, requires mobile/manufactured home manufacturers to provide a consumer manual with each home they produce. This manual must be placed in each home before it leaves the manufacturing plant. If a manufacturer is informed that a purchaser did not receive a consumer manual, the manufacturer shall provide the appropriate manual to the purchaser within 30 days of being so informed.

24 CFR, Section 3286.103, requires mobile/manufactured home manufacturers to provide an installation manual to mobile/manufactured home dealers who must, in turn, provide this manual to the home purchasers. This manual must be approved by the manufacturer’s Design Approval Primary Inspection Agency (DAPIA) which is the same organization that must approve the design of mobile/manufactured homes produced by the manufacturer. If the installation requires a design that is different from that provided by the manufacturer, it must be approved by a professional engineer or registered architect.

Mobile/Manufactured Home Manufacturer Warranties

Section 320.835, F.S., provides that each mobile/manufactured home manufacturer must provide a warranty of each home they sell. The manufacturer must warrant that all structural elements; plumbing systems; heating, cooling, and fuel-burning systems; electrical systems; fire prevention systems; and any other components or condition included by the manufacturer are free from substantial defect. They must also warrant that a minimum 100 ampere electrical service exists in the home. This warranty must apply for a period of at least 12 months, measured from the date of delivery of the home to the buyer.

Used Running Gear

If a manufacturer intends to use used running gear to transport HUD Park Trailers, the units must be approved by the manufacturer's DAPIA. In addition, the manufacturer must amend its certification of plans and specifications to include the use of used wheels, axles, A-frames, or other components. The amended certification must include any restrictions.

Manufacturer's Statement or Certificate of Origin

Section 319.21, Florida Statutes (F.S.) requires that every mobile/manufactured home sold at wholesale to a dealer must be accompanied by a manufacturer's statement or certificate of origin (see Exhibit 12).

Manufacturer's Statement or Certificate of Origin Requirements: All mobile/manufactured home Manufacturer's Statements or Certificates of Origin must contain the following nine security features:

1. Paper
   (a) Sensitized Security Paper – paper that is reactive to chemicals commonly used to alter documents.
(b) **Non-Optical Brightener Paper** – paper without added optical brighteners which will not fluoresce under ultraviolet light.

2. **Engraved Border** – a border produced from engraved art work which shall appear on the front of the document.

3. (a) **Prismatic** – rainbow printing which is used as a deterrent to color copying and/or
    (b) **Copy Void Pantograph** – the word "void" appears when the document is copied.

4. **Complex Colors** – colors which are developed by using a mixture of two or more of the primary colors (red, yellow, or blue) and black if required.

5. **Erasable Fluorescent Background Inks** – fluoresces under ultraviolet light and reacts to any attempts to erase in such a manner as to be immediately detectable.

6. **Background Security Designed** – a repetitious design consisting of a pattern which hinders counterfeiting efforts.

7. **Microline** – a line of small alpha characters in capital letters which requires a magnifying glass to read.

8. **Consecutively Numbered** – documents that contain a number, which is consecutively numbered for control purposes.

9. (a) **Security Thread** – with or without watermark, and/or
    (b) **Intaglio Print** – with or without latent image.

In addition, all Manufacturer's Statements or Certificates of Origin must have the following features:

- **Document Size** – "Manufacturer Statement of Origin" or "Manufacturer Certificate of Origin" shall be seven (7) inches by eight (8) inches.
- **Paper Stock** – Sixty (60) pound offset or equivalent durability
- **Construction** - Unless otherwise specified by the user, the forms should be constructed and fan-folded on high speed computer printer and/or continuous typewriters.
- **Layout** – Text matter space for 1/10 inch horizontal and 1/16 inch deep character per.
- **American Association of Motor Vehicle Administrators (AAMVA) Policy H-12** – This is the policy regarding manufacturer's statements or certificates of origin.
- **Facility Security** – To ensure the integrity of the manufacturer's statement or certificate of origin, the user should require the vendor to maintain secure printing and storage facilities. (Revised 1990)

Companies that print such secure documents are as follows:

**Bank Paper Printing Companies**

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>American Bank Note Company</td>
<td>711 Armstrong Lane, Columbia, TN 38401</td>
<td>(1) 1-800-727-7515</td>
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<tr>
<td>Midwest Bank Note Company</td>
<td>46001 Five Mile Road, Plymouth, MI 48170</td>
<td>(734) 451-2222</td>
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<td></td>
<td></td>
<td>(2) (214) 823-2700</td>
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6
Measurements of Mobile/Manufactured Homes: The width of a mobile/manufactured home is measured from the greatest point on one side to the greatest or furthermost point on the other side, not to exceed 16 feet when in a travel mode. The length of a mobile/manufactured home is measured between the extreme points on each end of the body. The overall length is measured from the tip of the tow hitch to the furthermost or greatest point on the back end (see Exhibit 1). The manufacturer’s statement or certificate of origin shall include the square footage and both lengths; i.e., the overall length which includes the hitch and body length.

Inspections in Mobile/Manufactured Home Plants

Section 320.8255(1), F.S., provides that "In order to ensure the highest degree of quality control in the construction of new mobile homes, each new mobile/manufactured home sold in the state shall be inspected by the department pursuant to procedures developed by the department which assure compliance with code provisions." The code provision refers to the HUD’s Manufactured Home Construction and Safety Standards. That means that each mobile/ manufactured home is inspected at some stage of production by Manufactured Housing Section (MHS) staff. In addition, MHS staff monitor whether plant employees follow their quality control manuals. In these capacities the MHS is acting as the Production Inspection and Primary Inspection Agency (IPIA) for Florida under contract with HUD. Another IPIA responsibility is to certify mobile/manufactured home manufacturing plants before they are allowed to manufacture such homes. This involves reviewing the DAPIA-approved plans for mobile/manufactured homes, inspecting the production processes, and reviewing the manufacturer’s quality control manuals to ensure that mobile/manufactured homes are constructed in compliance with HUD’s standards pursuant to 24 CFR, Sections 3282.204 and 3282.205.

Notices of Violation: When a compliance officer discovers an instance of noncompliance with the standards, he or she will write up their findings on form HSMV-81010 (see Exhibit 14). A copy of this report is provided to the manufacturer and the manufacturer is then obligated to complete form HSMV-81009 (see Exhibit 15) showing the nonconformance, the source of the nonconformance, and the preventive action taken to resolve the problem.

Red Tagging of Mobile/Manufactured Homes: All new mobile/manufactured homes found to not comply with the applicable federal standard shall be "red tagged" (see Exhibit 16) This refers to affixing a red tag to the home which prevents the home from being sold until all defects have been corrected. A red tag can be removed only after a compliance officer verifies that the violation(s) has (have) been corrected to the approved design, approved manuals, or to the applicable standard(s) when the designs or manuals are not specific.
**Increased Frequency of Inspections:** When a plant has numerous instances of nonconformance with the standards, it may be placed on "increased frequency inspections" which increases the number of inspections.

**100% Inspections:** In very serious instances of nonconformance, a plant may be placed on "100 percent inspections" which involves inspecting every home on the line at all stages of construction and not allowing a home to be shipped until it passes inspection.

**Hourly Charges for Special Inspections:** A plant may receive special inspections for any one of several reasons including plant approvals, increased frequency inspections, 100 percent inspections, reinspections of homes that have been red tagged, and special consumer complaints. There shall be a minimum of two (2) hours charged for any such inspection. The time shall be accrued from the time the compliance officer or section engineer leaves his office or official Headquarters, performs inspections and returns to his office or official headquarters. Cost for travel to and from the plant shall be paid by the manufacturer along with the hourly inspection charges pursuant to Section 320.8255(4), F.S., and Rules 15C-2.003(4) and (5), Florida Administrative Code (F.A.C.). The inspection charges vary depending on whether they are done by a compliance officer or bureau engineer. The charges are as follows:

- Compliance Officer $30 per hour plus mileage at the state rate of $0.445 per mile.
- Engineer $45 per hour plus mileage at the state rate of $0.445 per mile.

**Mobile/Manufactured Home Plant Reporting Requirements**

Mobile/manufactured home manufacturers are required to file several different reports with the MHS as follows:

**Manufacturer Data Report (HSMV-81305):** This form is used to report HUD label assignments and data for each completed unit. These forms are to be submitted weekly to the MHS (see Exhibit 17). This form shows the name and address of the manufacturer, the serial number and model designation of the unit, the date the unit was manufactured, a list of HUD certification labels attached to each transportable section of the home, a list of factory installed equipment, including the manufacturer's name and model designation of each appliance, and reference to the roof load zone and wind zone for which the home is designed. This form effectively replicates the Data Plate that must appear in each mobile/manufactured home pursuant to 24 CFR, Section 3280.5.

**HUD Manufactured Home Monthly Production Report (HUD-302):** This form must be submitted in duplicate at the end of each month showing all label assignments made during the previous month (see Exhibit 9). Labels must be listed in sequence. This form must be received by the MHS by the 10th of each month for the previous month's production. When this report is not sent to the MHS by the 10th of the month, HUD Labels will not be issued to the manufacturer until the report is sent to the MHS.
Adjustment to HUD Form 302 (HUD Form 304): Manufacturers must report to HUD when they add units to their previous reports on units, when they make corrections to their previous reports on units, and when there is a destination for a unit which was previously reported without a destination. This report is made on HUD form 304 (see Exhibit 18) which updates reports on HUD form 302 made previously. These reports should be sent to MHS immediately upon determining that a change to a previous report is necessary.

MOBILE/MANUFACTURED HOME DEALERS

Section 320.77(1), F.S., requires that anyone who buys, sells, deals in, or offers or displays for sale, or who acts as the agent for the sale of a mobile/manufactured home must be licensed as a dealer by the DHSMV. This law provides further that anyone who buys, sells, deals in, or offers or displays for sale, or who acts as the agent for the sale of one or more mobile/manufactured homes in any 12-month period shall prima facie be presumed to be a dealer. The license period for mobile/manufactured home dealers is October 1 through the following September 30 of each year.

Licensing Mobile/Manufactured Home Dealers

License Requirements: An applicant for a mobile/manufactured home dealer license must submit the following to the Bureau of Motor Vehicle Field Operations regional office responsible for their county:

- A properly completed license application, form HSMV 86056 (see Exhibit 19) or, for renewal of the license, form HSMV-86720 (see Exhibit 20) pursuant to Section 320.77(3), F.S.
- A check or money order for the license fee.
- A surety bond on form HSMV-86018 (see Exhibit 21), cash bond or irrevocable letter of credit on form HSMV-86058 (see Exhibit 22).
- Proof of attendance at a licensing seminar.
- Proof that they own the land where the dealership is to be located or have a valid lease for this land.
- Certification that no officer of the corporation has been convicted of a felony. In addition, if an officer has been convicted of a felony, the applicant must submit documentation from the relevant court explaining the specific criminal charge(s) and the case disposition.
- Corporate information including Articles of Incorporation and proof that the sole owner company, corporation, partnership, or limited liability company has been properly registered with the Florida Secretary of State.
- Out of state corporations must provide a certificate of incorporation from their resident state or an affidavit stating their articles of incorporation are currently active under the laws of that state.
The addresses and telephone numbers of the Bureau of Motor Vehicle Field Operations regional offices and the counties for which they are responsible are provided in Exhibit 23.

**License Fees:** The fee for an original mobile/manufactured home dealer license is $340, $300 of which is the license fee pursuant to Section 320.77(4), F.S. and $40 of which is to be deposited in the Mobile Home and Recreational Vehicle Protection Trust Fund pursuant to Section 320.781(2), F.S. The fee for a license renewal, which occurs annually, is $140, $100 of which is the license fee and $40 of which is to be deposited in the Mobile Home and Recreational Vehicle Protection Trust Fund pursuant to the statutes cited above. If the license renewal application and renewal license fee are not received by September 30, however, a $200 delinquent fee is due for a total license renewal fee of $340. The fee for a change of location is $25 pursuant to Section 320.77(4), F.S.

In addition, pursuant to Section 320.781(2), F.S., a mobile/manufactured home dealer must pay $1 to the Mobile Home and Recreational Vehicle Protection Trust Fund for every new title to a mobile/manufactured home which the dealer must apply for on behalf of the home purchaser within 30 days of the date of sale.

**Bond or Irrevocable Letter of Credit Requirements:** Every application for an original or renewal mobile/manufactured home dealer license must be accompanied by a surety bond (see Exhibit 21), cash bond or irrevocable letter of credit (see Exhibit 22) in the amount of $25,000 if they have four or fewer locations and $50,000 if they have more than four locations pursuant to Section 320.77(16), F.S. The bond shall be to the department in favor of any retail customer who shall suffer loss arising out of noncompliance with license requirements. The department shall, upon denial, suspension, or revocation of any license notify the surety company of this action and the reason for the relevant action. Any surety company which pays any claim against the bond of any licensee shall notify the department, in writing, that it has paid such a claim and shall state the amount of the claim. Any surety company which cancels the bond of any licensee shall notify the department, in writing, of such cancellation, giving the reason for the cancellation.

**Licensing Seminar:** Section 320.77(6), F.S., requires that every applicant for a mobile/manufactured home dealer license must attend a licensing seminar provided by the Bureau of Motor Vehicle Field Operations (BMVFO) or by a private training provider approved by the department. Such seminar shall include, but not be limited to, statutory dealer requirements, which requirements include required bookkeeping and record procedures, requirements for the collection of sales and use taxes, and such other information that, in the opinion of the department, will promote good business practices. BMVFO staff or the private training provider will provide certification of attendance to be included with the license application.

**Mobile/Manufactured Home Dealer Responsibilities**

A mobile/manufactured home dealer is responsible for the following:

- Section 320.77(8) (a), F.S., requires that records must be kept of the purchase, sale, or exchange or receipt for the purpose of sale of any mobile/manufactured home.
Section 320.77(8)(b), F.S., requires that records must be kept describing each mobile/manufactured home purchased or sold including the identification or serial number and such other numbers or identification marks as may be thereon, or a statement that a number has been obliterated, defaced, or changed, if such fact is apparent.

Section 320.77(8)(c), F.S., requires that records must be kept of the name and address of the seller, the purchaser, and the alleged owner or other person from whom the mobile/manufactured home was purchased or received and the person to whom it was sold or delivered as the case may be.

Section 320.77(10), F.S., requires a dealer to have in his or her possession for each new mobile/manufactured home a manufacturer’s invoice or statement of origin, and for each used mobile/manufactured home a properly assigned certificate of title or registration certificate if the used mobile/manufactured home was previously registered in a nontitle state, from the time the mobile/manufactured home is delivered to the dealer until it has been disposed of by him or her.

Section 319.23(6), F.S., requires a dealer to apply for title to the mobile/manufactured home on behalf of the purchaser within 30 days of the date of sale.

Section 320.823, F.S. and 24 CFR, Section 3282.252, prohibits a dealer from selling or offering for sale a new mobile/manufactured home that the dealer knows is not in conformance with the Federal Manufactured Home Construction and Safety Standards pursuant to 24 CFR, Section 3282.256(a), and provides that a dealer is also responsible for notifying the manufacturer of any nonconformance.

24 CFR, Section 3282.252(a) (1), provides that a dealer must assure that a new mobile/manufactured home has a HUD label affixed to each section.

24 CFR, Section 3282.256(b) provides that a dealer must notify the manufacturer of all consumer complaints that involve the construction of the mobile/manufactured home.

Sections 320.27(9)5 and 320.77(16), F.S., obligates the dealer to fulfill all their contractual agreements, including setup when it is part of the contract.

24 CFR, Section 3280.309, provides that the health notice on formaldehyde emissions must be permanently displayed in the kitchen of the new mobile/manufactured home, either on the counter top or on an exposed cabinet face.

Section 320.8335, F.S., provides that a dealer must disclose in writing to the consumer, before the contract for sale is signed, if the length of the coupling mechanism (chassis/a-frame) has been included in the measurement. Any advertisement or other communication which describes a mobile/manufactured home shall conform to this requirement.

Rule 15C-2.011, F.A.C. (see Exhibit 24), provides that, if the dealer retains the wheels and axles used to transport the mobile/manufactured home, a statement to that effect must be included in the sales contract. If such a statement is absent, then it is assumed that the wheels and axles have been paid for and belong to the purchaser.

24 CFR, Section 3281.255, provides that dealer must complete an information card on each HUD mobile/manufactured home, new or used, and send it to the manufacturer. Cards are located in the Home Owner's Manual provided by the manufacturer.
A dealer must verify the condition of the mobile/manufactured home when it is delivered to the dealer by the manufacturer. 24 CFR, Section 3282.414(b), provides that a dealer is responsible for notifying the manufacturer, in writing, of any shortages or damage and for assuring that the home is complete and/or repaired before it is sold and delivered to the consumer. A record shall be made of any shortages of materials or missing items, and any damage that may have occurred during transit.

24 CFR, Section 3282.254(a), prohibits a dealer from selling or offering for sale any mobile/manufactured home which has been altered or changed in such a way as to create an imminent safety hazard or condition which causes the home to fail to conform to the federal standards.

24 CFR, Section 3282.361(5), provides that no repairs or modifications shall be made to a new mobile/manufactured home unless certified approved repair methods from the manufacturer's DAPIA are used to assure that the home is in compliance with HUD requirements. The manufacturer must be notified of all repairs or modifications made by the dealer. This includes any change of appliances from electric to gas or vice versa. In all such cases, an updated data sheet must be placed in the home.

24 CFR, Section 3280.254(c), requires that dealers maintain complete records of all alterations made to a mobile/manufactured home by the dealer.

Section 320.835(2)(b), F.S., provides that, unless it is stated in the contract that the purchaser will arrange to have the mobile/manufactured home or park trailer setup, the dealer shall be responsible to the purchaser for assuring that the proper setup is performed in compliance with the manufacturer's requirements as detailed in the setup manual. If the dealer contracts with a professional installation crew to perform the setup operation, the dealer is still responsible to the purchaser for assuring that proper setup is performed in compliance with the manufacturer's setup requirements as detailed in the setup manual.

Section 320.835(2)(c), F.S., provides that, if a dealer transports a mobile/manufactured home to the permanent site and the dealer is responsible for the setup, the dealer is responsible for any and all damages that may occur in transit and are caused by the dealer's personnel during the setup process by improper set-up.

Rule 15C-2.0072, F.A.C., provides that, in order to avoid penalties, the dealer shall assure that the proper permits for setup have been obtained prior to the home being delivered to the home site if the dealer contracted for the set-up.

Section 320.77(7), F.S., requires a dealer to obtain a permit for holding an off-premises sale by applying to the Bureau of Motor Vehicle Field Operations for this purpose on form HSMV-84200 (see Exhibit 25).

Section 320.77(9), F.S., requires a dealer to register all his or her salespersons with the Bureau of Motor Vehicle Field Operations within 30 days of their hiring and must inform this bureau when salespersons leave or are replaced on form HSMV-81087) (see Exhibit 26). In addition, salespersons must notify the bureau of a change of his or her residence address within 20 days of the address change.

24 CFR, Section 3286.13, provides that, beginning in 2007, a dealer must notify HUD of every retail sale of a mobile/manufactured home.

24 CFR, Section 3288.5, provides that, beginning February 8, 2008, a dealer must provide a written notice to customers regarding the dispute resolution program to
resolve disputes among manufacturers, dealer and installers with regard to mobile/
manufactured home defects.

**Temporary Off-Premises Sale Permit:** A mobile/manufactured home dealer may conduct an
off-premises sale if they receive a permit from the Bureau of Motor Vehicle Field Operations for
this purpose. Section 320.77(7), F.S., provides that a supplemental license authorizing off-
premises sales shall be issued to the dealer at no charge to the dealer. To obtain such a permit
the dealer must complete the Temporary “Supplemental” Application and Permit for an Off-
Premises Sale by a Motor Vehicle, Mobile Home or Recreational Vehicle Dealer on form
HSMV-84200 (see Exhibit 25) and submit it to the Bureau of Motor Vehicle Field Operations
office responsible for their county at least 10 days prior to the sale date (see Exhibit 23). If two
or more dealers intend to have a joint off-premises sale, each dealership must obtain a permit.
The off-premises sale may not exceed 10 consecutive calendar days and the dealer must provide
staff to work the sale and comply with all local government permitting requirements.

**Registration of Salespersons:** Section 320.77(9), F.S., requires a mobile/manufactured home
dealer to register all his or her salespersons with the Bureau of Motor Vehicle Field Operations
within 30 days of their hiring and must inform this bureau when salespersons leave or are
replaced. This registration is done on form HSMV-84045, Registration of Mobile Home
Dealer’s Salesperson(s) (see Exhibit 26). In addition, salespersons must notify the bureau of a
change of his or her residence address within 20 days of the address change.

**Notification to HUD of Mobile/Manufactured Home Sale:** Beginning in 2007, a dealer must
notify HUD of every mobile/manufactured home sale pursuant to 24 CFR, Section 3286.13. The
sales record must contain the following:

1. The home’s serial number and manufacturer’s certification (HUD) label number;
2. The name and address of the retailer or distributor that is selling or leasing the
   home, and the retailer’s identification number;
3. The state and address where the home is to be sited, and, if known, the name of
   the local jurisdiction;
4. The name of the purchaser or lessee of the home.

The dealer must send this information to HUD by entering the data into an Internet-based system
established by HUD or by fax, E-Mail, first class or overnight delivery. If the information is sent
by fax, E-Mail or mail the dealer must send it to: Administrator, Office of Manufactured
Housing Programs, HUD, 451 Seventh Street, S.W., Room 9164, Washington, D.C. 20410-8000
or to a fax number or E-Mail address obtained by calling HUD at (800) 927-2891, ext. 57.

**Notification to Customers Regarding Dispute Resolution** Beginning February 8, 2008,
mobile/manufactured home dealers must inform their customers in writing about the dispute
resolution programs available to them to resolve disputes among manufacturers, dealers and
installers regarding mobile/manufactured home defects. This requirement is included in Title 24,
Code of Federal Regulations (CFR), Part 3288 which are regulations of HUD. Section 3288.5
provides that mobile/manufactured home dealers must notify purchasers of the dispute resolution
program. The specific language of this regulation is as follows:
§ 3288.5 Retailer notification at sale.

Retailer notice at the time of signing.
At the time of signing a contract for sale or lease for a manufactured home, the retailer must provide the purchaser with a retailer notice. This notice may be in a separate document from the sales contract or may be incorporated clearly in a separate section on consumer dispute resolution information at the top of the sales contract. The notice must include the following language:

"The U.S. Department of Housing and Urban Development (HUD) Manufactured Home Dispute Resolution Program is available to resolve disputes among manufacturers, retailers, or installers concerning defects in manufactured homes. Many states also have a consumer assistance or dispute resolution program. For additional information about these programs, see sections titled ‘‘Dispute Resolution Process’’ and ‘‘Additional Information—HUD Manufactured Home Dispute Resolution Program’’ in the Consumer Manual required to be provided to the purchaser. These programs are not warranty programs and do not replace the manufacturer’s, or any other person’s, warranty program."

Dealers must include this notification in their sales agreement documents.

Mobile/Manufactured Home Dealer Warranties

Section 320.835, F.S., provides that each mobile/manufactured home dealer must provide a warranty of each home they sell. The dealer must warrant that any modifications or alterations made to the mobile/manufactured home or authorized by the dealer shall be free from substantial defect. Alterations or modifications made by a dealer shall relieve the manufacturer of warranty responsibility only as to the items altered or modified. The dealer must also warrant that setup operations performed on the mobile/manufactured home are performed in compliance with applicable state laws and that substantial defects do not occur to the mobile/manufactured home during setup or by transporting it to the occupancy site if the contract provides that the dealer will install the home. Such a warranty applies for the 12-month period after the mobile/manufactured home is delivered.

Inspections of Mobile/Manufactured Home Dealer Lots

Compliance officers who work for the MHS will periodically visit dealer lots to inspect mobile/manufactured homes being offered for sale there to ensure that no homes are being offered for sale that do not conform to HUD’s Manufactured Home Construction and Safety Standards or which have been damaged in transit. In this capacity, the bureau is operating as the State Administrative Agency (SAA) under contract with HUD. There are 37 states in which a state agency acts as the SAA. In the other 13 states this function is provided by HUD directly.

Notices of Violation: MHS compliance officers are authorized to issue Notices of Violations (NOVs) on form HSMV-81087 (see Exhibit 27) to dealers who violate any of their legal
obligations. These notices are essentially warnings. Repeated violations may result in an administrative complaint being filed against the dealer which could result in a fine or suspension or revocation of the dealer's license.

**Red Tagging of Mobile/Manufactured Homes:** All new mobile/manufactured homes found to not comply with the applicable federal standard shall be "red tagged." This refers to affixing a red tag to the home and which prevents the home from being sold until all defects have been corrected (see Exhibit 16). A red tag can be removed only after a compliance officer verifies that the violation(s) has (have) been corrected to the approved design, approved manuals, or to the applicable standard(s) when the designs or manuals are not specific.

**MOBILE/MANUFACTURED HOME INSTALLERS**

**Mobile/Manufacture Home Uniform Installation Standards**

The mobile/manufactured home uniform installation standards for Florida are provided in Rule Chapter 15C-1, Florida Administrative Code (F.A.C.). This rule chapter provides standards for mobile/manufactured home site preparation, piers, tie-down straps, anchors, the requirement for longitudinal tie-downs as well as frame tie-downs, and soil tests which must be done to determine the appropriate anchors. It requires that mobile/manufactured homes be installed in accordance with the manufacturer's instructions. Since these instructions may not be available for used mobile/manufactured homes, the rules require that such homes be installed in accordance with this rule chapter. 24 CFR, Part 3286, requires that states establish mobile/manufactured home installation standards at least as stringent as HUD’s Model Manufactured Home Installation Standards (24 CFR, Part 3285). Florida’s mobile/manufactured home installation standards meet this requirement.

**Mobile/Manufactured Home Installation Component Approval**

Section 320.8251, F.S., provides that the department shall certify for use in this state any mobile/manufactured home installation component, product, or system. In order to obtain the certification required, an installation component manufacturer must apply to the department on form HSMV-81032 (see Exhibit 28) and must also submit to the department a report certifying that the installation component, product or system meets the mobile/manufactured home uniform installation standards provided in Rule Chapter 15C-1, F.A.C. The report must be signed and sealed by a professional engineer registered with this state. Essentially, no installation component, product or system may be approved unless its performance is documented by sound engineering testing. The certification provided for in this statute may be subject to suspension or revocation and the person or entity who obtained the certification is subject to a fine upon a finding by the department that the person or entity has obtained the certification by misrepresentation or fraud or that the component, product or system does not meet the uniform mobile/manufactured home installation standards provided in Rule Chapter 15C-1, F.A.C.
Mobile/Manufactured Home Installer Licensing

Section 320.8249(1), F.S., provides that any person who installs a mobile/manufactured home must be licensed as an installer by the MHS. The license period for mobile/manufactured home installers is October 1 through September 30 of each year.

**License Requirements:** An applicant for a mobile/manufactured home installer license should not submit his or her license application until he or she has taken the required installer training class and passed the required exam provided by MHS staff. The Installer Licensing Section in the MHS will schedule the applicant for a training class. When the applicant applies for a license he or she must submit the following materials to the Installer Licensing Section:

- Certification that the applicant is at least 18 years of age pursuant to Section 320.8249(3), F.S.
- A completed application on form HSMV-81401 for individuals (see Exhibit 29) or, for mobile/manufactured home dealers on form HSMV-81409 (see Exhibit 30).
- A check or money order for the licensing fees.
- A performance bond on form HSMV-81402 (see Exhibit 31).
- Certification that the applicant has the required liability insurance policy.
- Certification that the applicant has attended the required 12 hour installer training course provided by MHS staff pursuant to Section 320.8249(3), F.S.
- Certification from MHS staff that the applicant has passed the installer licensing test pursuant to Section 320.8249(3), F.S. This test may be taken immediately upon completion of the required installer training course or at a latter date. There is a $100 fee for this test payable to the Department of Highway Safety and Motor Vehicles (DHSMV).

The address and telephone number of the Installer License Subsection are as follows:

Installer Licensing Subsection  
Manufactured Housing Section  
Room A-128, Neil Kirkman Building  
2900 Apalachee Parkway, Mail Stop 66  
Tallahassee, Florida 32399-0640  
Telephone: (850) 617-3004

**License Fees:** The license fee for an original installer license is $200, $150 of which is the license fee and $50 of which is the license application fee. The license fee for renewing an installer license is $150 unless the license renewal application and license fee are not received by October 1 in which case the license renewal fee is $200; the same as the original license fee.

**Bond Requirements:** Every application for an original or renewal mobile/manufactured home installer license must be accompanied by a performance bond in the amount of $5,000 on form HSMV-81402 pursuant to Section 320.8249(3), F.S. (see Exhibit 31). The bond shall be to the department in favor of any retail customer who shall suffer loss arising out of noncompliance with license requirements. A licensed mobile/manufactured home dealer who gets licensed as an
installer uses his or her dealer bond in place of the required installer bond. Any licensed dealer or licensed manufacturer who has subcontracted with an installer for installation and who remedies any faulty installation performed by said installer shall have recourse against said installer's performance bond.

**Liability Insurance Requirements:** Every applicant for an original or renewal mobile/manufactured home installer license must be accompanied by certification that the applicant has a liability insurance policy in the amount of $100,000 pursuant to Section 320.8249(3), F.S.

**License Training Course:** Section 320.8249(3), F.S., provides that an applicant for a mobile/manufactured home installer license must attend a training course provided by the MHS and must pass a department-approved examination designed to test the skills necessary to properly and competently perform mobile/manufactured home installation and to ascertain that the applicant has adequate knowledge of federal, state and local laws applicable to mobile/manufactured home contracting. MHS staff provide certification of training course attendance to be submitted with the license application. A license applicant must register for the exam and pay a fee of $100 at the examination site (see Exhibit 32). The examination is provided by MHS staff and they provide proof of passing the examination to the Installer Licensing Section (see Exhibit 33). Then the applicant is issued his or her installer license (see Exhibit 34).

**Mobile/Manufactured Home Installation Warranty**

Section 320.835, Florida Statutes (F.S.) requires each installer to warrant the installation of a mobile/manufactured home for one year from the date of receipt of the certificate of occupancy. Section 320.835(3), F.S., provides that the installer “...warrants the setup operations performed on the mobile [manufactured] home are performed in compliance with s. 320.8325 and department rules governing installation.” This means that the installer must warrant that the installation complies with Rule Chapter 15C-1, Florida Administrative Code (F.A.C.).

24 CFR, Section 3286.117, establishes a limitation on dealers’ sales related to installation by providing that: “If an installer installs a home in such a way as to create an imminent safety hazard or cause the home to not comply with the construction and safety standards in part 3280 of this chapter, the sale of the home may not be completed until the home is corrected.”

**Mobile/Manufactured Home Installation Decals**

Section 320.8249(13), F.S., provides that all licensed installers must purchase installation decals from the department for a fee not to exceed $10 per decal (the fee is $10).

**Installer Decal Display:** An installation decal shall be affixed to the mobile/manufactured home prior to installation (see Exhibit 35). This decal shall denote the date of installation, the name of the installer, and the number of the installer's license or the dealer or manufacturer's license number. Such decals shall be positioned immediately next to the HUD decal.

**Ordering Installer Decals:** Mobile/manufactured home installer decals are ordered from the Installer License Subsection of the MHS using form HSMV-81404 (see Exhibit 36). This
application must be accompanied by a check or money order for the full cost of the number of decals ordered at $10 per decal. The address of the Installer License Subsection appears above.

**Installer Decal Refunds:** A licensed installer may receive a refund for installer decals purchased if they do not intend to use them, their business is closed, or if their installer license has been suspended or revoked. To get such a refund requires the return of the unused installer decals and a request for a refund for their cost. This request is also made to the Installer License Subsection in the MHS.

**Inspection of Mobile/Manufactured Home Installation**

Pursuant to Section 320.8285, F.S., each county or municipality in the state shall be responsible for the on-site inspection of each mobile/manufactured home installation located within the jurisdiction of such entity. The on-site inspection shall ensure compliance with the department's uniform installation standards. This requires installers to get permits from local government building departments to install mobile/manufactured homes. MHS staff provide technical training to local government building department officials to ensure they know how to properly inspect a mobile/manufactured home installation.

**HUD Wind Zone Restrictions:**

A mobile manufactured home may not be installed unless it meets the construction standards for the Wind Zone in which it is to be installed. The Wind Zones for the United States are established by HUD in 24 CFR, Section 3280.305. The Wind Zones which apply to Florida are shown in Exhibit 37.

**MOBILE/MANUFACTURED HOME REPAIRS AND REMODELING**

Section 320.8232(2), F.S., and Rule 15C-2.0081, F.A.C., provide that repair or remodeling of a mobile/manufactured home shall not be more stringent that the standard to which the home was originally constructed. Rule 15C-2.0081, F.A.C., provides specific guidance in this regard as follows:

- Additions, including, but not limited to add-a-rooms, roof-overs and porches shall be free standing and self-supporting with only the flashing attached to the main unit unless the added unit has been designed to be married to the existing unit. All additions shall be constructed in compliance with State and locally adopted building codes.
- Anchoring of additions shall be in compliance with requirements for similar type construction.
- Repair or remodeling of a mobile/manufactured home shall require the use of material and design equivalent to the original construction. Structure shall include, but not be limited to, roof system, walls, floor system, windows, and exterior doors of the mobile/manufactured home.
- Electrical repair and replacements shall require the use of material and design equivalent to the original construction.
• Plumbing repairs and replacements shall require the use of material and design equivalent to the original construction.

MOBILE/MANUFACTURED HOME COMPLAINTS

Inevitably, as in any area of commerce, there will be complaints about mobile/manufactured homes and/or their installation. The MHS and the Bureau of Motor Vehicle Field Operations (BMVFO) try to resolve such complaints as efficiently and fairly as possible for all affected parties.

Department of Highway Safety and Motor Vehicles
Jurisdiction Over Mobile/Manufactured Home Complaints

Since the department licenses mobile/manufactured home manufacturers, dealers and installers, it necessarily has regulatory authority over them including complaints against them. Since all mobile/manufactured home manufacturers, dealers and installers must provide warranties, the department is in the position to ensure that they honor their warranties.

In addition, Section 320.861, F.S., specifically authorizes the department to inspect pertinent books, records, letters, and contracts of any licensee whether dealer or manufacturer, relating to any written complaint made to it against such licensee. Section 320.865, F.S., also specifically makes the department responsible for maintaining electronic records of all complaints filed against licensees, including those licensed under the provisions of Sections 320.77 (mobile/manufactured home dealers) and 320.8225 (mobile/manufactured home manufacturers). These records shall contain all enforcement actions taken against licensees and against unlicensed persons acting in a capacity which would require them to be licensed. The electronic file of each licensee and unlicensed person shall contain a record of any complaints filed against him or her and a record of any enforcement actions taken against him or her.

Mobile/Manufactured Home Manufacturer or Dealer Complaints

Filing a Mobile/Manufactured Home Manufacturer or Dealer Complaint: A complaint against a mobile/manufactured home dealer for contractual disputes should be filed with the relevant BMVFO office using form HSMV-84901 (see Exhibit 38) or a reasonably complete letter identifying the dealer and specifying the substance of the complaint. The most common complaint BMVFO addresses with dealers is failure to transfer title to the home. The addresses and telephone numbers of the BMVFO regional offices are provided in Exhibit 23.

A complaint against a mobile/manufactured home manufacturer and/or dealer for violation of the Federal Manufactured Home Construction and Safety Standards should be filed with a MHS office (see Exhibit 1) using form HSMV-81095 (see Exhibit 39) or a reasonably complete letter identifying the manufacturer and dealer and explaining what structural defects are suspected. Such a complaint should be filed within 12 months of the date the home was delivered to the purchaser since that is when the manufacturer warranty expires. When investigating complaints
against manufacturers for possible violation of the Federal Manufactured Home Construction and Safety Standards, the MHS is acting in the capacity of the State Administrative Agency (SAA) for Florida under contract with HUD.

**Processing a Mobile/Manufactured Home Manufacturer or Dealer Complaint:** Wherever a complaint is filed against a mobile/manufactured home dealer for contractual issues, it is immediately forwarded to the relevant BMVFO regional office (see Exhibit 23) for investigation. This office will assign a compliance officer for this purpose and the compliance officer will schedule a meeting with the manufacturer or dealer to discuss the complaint. If the investigation reveals that the manufacturer or dealer is guilty of violation of any parts of Chapters 319 or 320, F.S., he or she will be directed to correct the problem.

Whenever a complaint is filed against a manufacturer and/or dealer for violation of the Manufactured Home Construction and Safety Standards, it is immediately forwarded to the Mobile Home Complaints Office of the MHS which centrally controls the disposition of complaints. This office will send a letter to the complainant, manufacturer and dealer explaining that a complaint has been filed and that an inspection of the home will be scheduled. They then send the complaint to the relevant MHS regional office for investigation (see Exhibit 40). The regional office will then schedule an inspection with the home owner and representatives of the manufacturer, dealer and installer. During the investigation the compliance officer will work to determine if there is a bona fide problem involving the structural integrity of the home and who is responsible. The bureau has no legal authority over cosmetic issues such as the color of curtains or rug.

When an investigation is complete a report will be filed with either the relevant BMVFO regional office or the Mobile Home Complaints Office of the MHS. The BMVFO investigation will be recorded on form HSMV-84900 (see Exhibit 41) and The MHS investigation will be recorded on form HSMV-81030 (see Exhibit 42). This report will be reviewed for accuracy and completeness. If it is found to be incomplete or inaccurate, it will be returned to the compliance officer who prepared it for correction and submission after corrections are made. The BMVFO has the same policy. The MHS Mobile Home Complaints Office will then inform the manufacturer and/or dealer what, if any repairs have to be made and provide a deadline by which such repairs must be made. The manufacturer and/or dealer must then provide certification that all necessary repairs have been made. When this is accomplished the MHS Mobile Home Complaints Office will send a closing letter to the manufacturer and/or dealer and the complainant. There are occasions when the closing letters indicates that there are no structural deficiencies to correct. The BMVFO also sends a closing letter to the complainant and dealer.

When a determination has been made that an imminent safety hazard exits in a home, the SAA will notify the manufacturer. The manufacturer must then do an investigation to determine whether there are more homes subject to the safety hazard and must also make repairs to all such homes and develop a plan for preventing such problems in the future. If a manufacturer makes such a determination, they must notify the SAA. In either case, the SAA must notify HUD and must follow-up with documentation from the manufacturer regarding the corrective actions. In the case of a safety defect affecting a class of homes, the manufacturer must notify the home.
owners and make necessary repairs at no cost to the homeowner. These requirements appear in 24 CFR, Subpart I of Part 3282.

Mobile Home and Recreational Vehicle Protection Trust Fund

Section 320.781, F.S., authorizes a Mobile Home and Recreational Vehicle Protection Trust Fund. The purpose of this fund is to satisfy any judgement by any person against a mobile/manufactured home or recreational vehicle dealer or broker for damages, restitution, or expenses, including reasonable attorney's fees, resulting from a cause of action directly related to the condition of any written contract made by him or her in connection with the sale, exchange, or improvement of any mobile home or recreational vehicle, or for any violations of Chapter 319 and 320, F.S. A person in such a circumstance must try first to get satisfaction by making a claim against the dealer's surety bond. Since pay outs from a mobile/manufactured home or recreational vehicle dealer bond may not exceed the amount of the bond, there may be circumstances where the customer cannot get satisfaction from the bond. This is when the trust fund applies; however, the claimant must get a judgement against the dealer. The trust fund shall not be liable for punitive, exemplary, double, or treble damages and shall not be liable for an amount in excess of the actual damages. In addition, a person may not be paid an amount from the trust fund in excess of $25,000.

Eligibility for Reimbursement from the Trust Fund: A person is eligible for payment from the trust fund only if they get a judgement in a court of competent jurisdiction against the dealer or broker or are denied the opportunity to get a judgement. They must meet any one of following three conditions:

- The claimant has obtained a final judgement which is unsatisfied against a mobile home or recreational vehicle dealer or broker or its surety if the court found that the surety was not liable due to prior payment of valid claims against the bond in an amount equal to or greater than the face amount of the applicable bond.
- The claimant has obtained a judgement against the surety of the mobile home or recreational vehicle dealer or broker that is unsatisfied.
- The claimant has alleged a claim against the mobile home or recreational vehicle dealer or broker in a lawsuit which has been stayed or discharged as a result of the filing for reorganization or discharge in bankruptcy by the dealer or broker, and judgement against the surety is not possible because of the bankruptcy or liquidation of the surety, or because the surety has been found by a court of competent jurisdiction not to be liable due to prior payment of valid claims against the bond in an amount equal to, or greater than, the face amount of the applicable bond.

Applying for Reimbursement from the Trust Fund:

When applying for reimbursement from the trust fund, a claimant must file a completed copy of the application form which is HSMV-84019 (see Exhibit 43). In addition they must file a completed Assignment of Judgment, form HSMV-84027 (see Exhibit 44) or completed Assignment of Claim/Suit, form HSMV 84026 (see Exhibit 45) as applicable. These documents
should be sent to the Division of Motorist Services Claims Administrator. The address and telephone number of the Division of Motorist Services Claims Administrator are as follows:

Division of Motorist Services Claims Administrator  
Room A-430, Neil Kirkman Building  
2900 Apalachee Parkway, Mail Stop 61  
Tallahassee, Florida 32399-0600  
Telephone: (850) 617-3006

The Claims Administrator will review the application and determine whether the claimant is eligible for reimbursement from the trust fund. He will then submit the documents and his recommendation to the department's General Counsel's office for another review. If the department's general counsel's office determines that the claimant is eligible for reimbursement from the trust fund, he or she will notify the Claims Administrator of the same. The Claims Administrator will then notify the claimant and send the request for reimbursement to the state Comptroller who will issue a warrant to the claimant.

In any event, the claimant must be notified of the disposition of the claim within 90 days of filing the claim. The disposition is not subject to an administrative hearing; however, it is potentially subject to a judicial review in a circuit court in the county in which the claimant resides.

If the claim is approved, the claimant must be paid within 45 days of the determination or, if a judicial review is sought, within 45 days after the review becomes final. The department may try to recover whatever was paid from the trust fund from the mobile home or recreational vehicle dealer or broker and shall be awarded reasonable attorney's fees for such efforts.

**Mobile/Manufactured Home Installer Complaints**

The processing of complaints against mobile/manufactured home installers is very similar to the processing of complaints against mobile/manufactured home manufacturers and dealers except that the central office controlling the process is different.

**Filing a Mobile/Manufactured Home Installer Complaint:** Complaints against mobile/manufactured home installers should be filed within 12 months of the date the certificate of occupancy was issued to the home, since that is the period of time when the installer warranty is applicable. Such complaints should be filed with the Mobile/Manufactured Home Installer Program Office using complaint form HSMV- 81095 (see Exhibit 39) or a reasonably complete letter identifying the installer, the home and the specific concerns. The address and telephone number of the Mobile/Manufactured Home Installer Program Office are as follows:

Mobile/Manufactured Home Installer Program  
Manufactured Housing Section  
Room B-152, Neil Kirkman Building  
2900 Apalachee Parkway, Mail Stop 66  
Tallahassee, Florida 32399-0640  
Telephone: (850) 617-3004
Processing a Mobile/Manufactured Home Installer Complaint: Wherever a complaint against a mobile/manufactured home installer is filed, it is immediately forwarded to the Mobile/Manufactured Home Installer Program Office of the MHS which centrally controls the disposition of complaints. If the installation is not complete, this office will contact the installer and/or dealer and the complainant and direct that they cooperate with each other to resolve the complaint. If the installation is complete, the Mobile/Manufactured Home Installer Program Office will send a letter to the complainant and the installer explaining that a complaint has been filed and that an inspection of the home will be scheduled. They then assign the relevant Community Assistance Consultant to do an investigation (see Exhibit 46). The Community Assistance Consultant will then schedule an inspection with the homeowner and the installer. During the investigation the Community Assistance Consultant will work to determine if there is a bona fide problem involving the structural integrity of the home caused by the installation. This investigation will include inspection of all aspects of the installation including the following:

- Site preparation.
- Piers-foundations including shimming.
- Tie downs including the anchors and straps.
- Sealing against air and water infiltration.
- Utility connections.
- Data Plate information.
- Installation decal(s).
- Verification that the anchor products used for the installation are those approved by the bureau.

When an investigation is complete a report will be filed with the Mobile/Manufactured Home Installer Program Office on form HSMV-81411 (see Exhibit 47). This report will be reviewed for accuracy and completeness. If it is found to be incomplete or inaccurate, it will be returned to the Community Assistance Consultant who prepared it for correction and submission after corrections are made.

The Mobile/Manufactured Home Installer Program Office will then inform the installer what, if any repairs have to be made by sending a copy of the investigative report to the installer and providing a deadline by which such repairs must be made. This letter provides a place for the installer to sign certifying that all necessary repairs have been made. This must be returned to the Mobile/Manufactured Home Installer Program Office within 10 days of receipt. When this is accomplished the Mobile/Manufactured Home Installer Program Office will send a closing letter to the installer and the complainant. There are occasions when the closing letters indicates that there are no structural deficiencies to correct. If the statement certifying that all necessary repairs have been made is not returned to the Mobile/Manufactured Home Installer Program Office within 10 days of receipt, the office will send another notice to the installer informing him or her that he or she has 48 hours to make the necessary repairs. This letter also includes a warning that the installer's license may be revoked if he or she fails to respond appropriately.
If there are a series of complaints against an installer, the Mobile/Manufactured Home Installer Program Office will prepare a request for administrative action against the installer. This may result in a fine or suspension or revocation of the installer's license.

**ADMINISTRATIVE ACTIONS**

State law provides various options to the department to discipline mobile/manufactured home manufacturers, dealers and installers. Sections 320.77(10), 320.8225(8), and 320.8249(10) (a) and (b), F.S., provide that the department may suspend or revoke the license of a dealer, manufacturer or installer respectively, for violations of the laws and regulations governing their business. Sections 320.77(14), 320.8225(9), and 320.8249(10) (c), F.S., provide that the department may fine a dealer, manufacturer or installer respectively up to $1,000 for each instance of a violation of the laws and regulations governing their business. These sanctions are applied through an administrative action which is a formal process governed by Chapter 120, F. S. Generally, the department tries to resolve problems without using the administrative action process whenever possible because of its serious nature. An administrative action against a licensee becomes part of the permanent record of that licensee.

**Initiating Administrative Action Procedures**

The MHS regional offices, Mobile/ Manufactured Home Installer Program office, and Bureau of Motor Vehicle Field Operations regional offices initiate administrative actions by requesting them from the Division of Motorist Services Hearing Officer. This involves submitting a complete investigation of wrong doing by the licensee in which all violations of law and/or administrative rules are documented and requesting that an administrative action be filed against the licensee.

**Processing Administrative Actions**

Upon receipt of the request for administrative action, the Division of Motorist Services Hearing Officer will review the investigative report for accuracy and completeness. If the investigation is found to be inaccurate or incomplete, it is returned to the office that prepared it for corrections. Occasionally, it may be returned with a decision to not initiate an administrative action because there are not sufficient legal grounds to do so. If the investigation warrants administrative action, the Hearing Officer prepares an administrative complaint against the licensee which specifies all the instances of wrong doing and the specific statutes and/or administrative rules violated (see Exhibit 48). The administrative complaint must be signed by the Division of Motorist Services Division Director and then sent by registered mail to the licensee.

The administrative complaint includes an explanation that the licensee has the right to a hearing to present his or her side of the story. They have two options in this regard. First, they can notify the Division Director that they do not dispute the facts but want to present their position on the matters included in the administrative complaint. This results in a hearing with the Division of Motorist Services Hearing Officer which is informal in nature. Second, they can request a formal hearing with the Division of Administrative Hearings (DOAH) to dispute the
facts of the administrative complaint. This results in the department requesting such a hearing from DOAH. Such a hearing is conducted like a court with an administrative law judge, both parties being represented by attorney's and specific rules of evidence.

If the licensee does not respond to the administrative complaint within 21 days of receipt, a final order is prepared specifying the punishment to be imposed or dismissing the complaint (see Exhibit 49). The punishment may include a fine or suspension or revocation of the licensee's license. If a hearing is held, the final order is prepared after the hearing. In the case of a hearing with the Hearing Officer, a final order is drafted by the Hearing Officer for approval by the Division Director. In the case of a DOAH hearing a recommended final order is prepared by the administrative law judge and submitted to the Division Director. The final order explains that the licensee has the right to appeal the final order to a circuit court. The final order may be preceded by a stipulated agreement which specifies the corrective actions the licensee must take and the penalties to be imposed (see Exhibit 50). The licensee must sign the stipulated agreement and return it to the Division of Motorist Services. A stipulated agreement waives the right of the licensee to appeal the final order to a circuit court.

CRIMINAL PENALITIES

Florida law also provides for criminal penalties against persons in the mobile/manufactured home business. Section 320.831, F.S., provides that anyone who violates the state laws or administrative rules governing mobile/manufactured homes is guilty of a misdemeanor of the first degree, punishable as provided in Sections 775.082 and 775.083, F.S. Section 320.831(2), F.S., provides that anyone who knowingly and willfully violates the regulatory provisions of the National Manufactured Housing Construction and Safety Standards Act of 1974 in a manner which threatens the health and safety of any purchaser is guilty of a misdemeanor of the first degree, punishable as provided in Sections 775.082 and 775.083, F.S. Sections 775.082 and 775.083, F.S., provide that a person convicted of a first degree misdemeanor may be punishable by imprisonment of up to one year and/or a fine of up to $1,000 respectively. If the department determines that certain violations are extremely serious, it may refer them to a state attorney or to the Office of the Attorney General if they involve more than one judicial circuit for prosecution.
Exhibit 1

MANUFACTURED HOUSING SECTION OFFICES

Manufactured Housing Section (HQ)
Room A-129, Neil Kirkman Building
2900 Apalachee Parkway, Mail Stop 66
Tallahassee, Florida 32399-0640
Telephone: (850) 617-2808

Manufactured Housing Section Regional Office
318 Southeast 25th Avenue
Ocala, Florida 34471
Telephone: (352) 732-1470

Manufactured Housing Section Regional Office
NET PARK, Suite 2228
5701 East Hillsborough Avenue
Tampa, Florida 33610
Telephone: (813) 740-4296, ext. 232

Mobile/Manufactured Home Complaint Office
Manufactured Housing Section
NET PARK, Suite 2228
5701 East Hillsborough Avenue
Tampa, Florida 33610
Telephone: (800) 927-2891, ext. 233

Mobile/Manufactured Home Installer Program Office
Manufactured Housing Section
Room A-128, Neil Kirkman Building
2900 Apalachee Parkway, Mail Stop 66
Tallahassee, Florida 32399-0640
Telephone: (850) 617-3004
APPLICATION FOR A LICENSE AS A MOTOR VEHICLE OR RECREATIONAL
VEHICLE MANUFACTURER, IMPORTER, OR DISTRIBUTOR
OR A MOBILE HOME MANUFACTURER

Do not use white out or correction tape on this application

1. Pursuant to Sections 320.60-320.70 or 320.8225, Florida Statutes, I hereby make application and
submit the required documentation for a license, or modifications as:

☐ MD  Motor Vehicle Distributor – 320.60, F.S.  ☐ Original Application
☐ MI  Motor Vehicle Importer – 320.60, F.S.  ☐ Modification:
☐ MV  Motor Vehicle Manufacturer – 320.60, F.S.  ☐ Corporate Update
☐ MH  Mobile Home Manufacturer – 320.8225, F.S.  ☐ Name Change
☐ MR  Recreational Vehicle Manufacturer – 320.8225, F.S.  ☐ Change of Location
☐ RD  Recreational Vehicle Distributor – 320.8225, F.S.  ☐ Post Update
☐ RI  Recreational Vehicle Importer – 320.8225, F.S.  ☐ Change of Mailing Address

Current or Last License Number: ________________________________

Licensee Name: ______________________________________________

Fictitious (DBA) Name(s): ________________________________________

Physical Address: _____________________________________________
Street or Post Office Box
City                               State                       Zip Code

Mailing Address: _____________________________________________
Enter Mailing Address Even if Same as Physical Address
Street or Post Office Box
City                               State                       Zip Code

Business Telephone Number: _________________________________

Cell Number                              FAX Number

Business E-Mail Address: _________________________________

Federal Employee's Number: _________________________________

Social Security Number, If Sole Proprietor or Partnership: ______________

2. Line makes of vehicles and/or units manufactured, distributed, or imported: ________________________________

3. ☐ Sole Proprietor      ☐ Corporation    ☐ Limited Liability Corporation/Partnership (LLC/LLP)
☐ Limited Liability Limited Partnership (LLLP)    ☐ Partnership

A. SOLE OWNER:________________________________________________________

Last Name                     First Name                   Middle Initial

Date of Birth                 Social Security Number       Phone Number     (FRVIS Customer Number – DMS Use Only)

Residence Address      City                     State               Zip Code

B. PARTNERS:________________________________________________________

Last Name                     First Name                   Middle Initial

Date of Birth                 Social Security Number       Phone Number     (FRVIS Customer Number – DMS Use Only)

Residence Address      City                     State               Zip Code
APPLICATION FOR A LICENSE AS A MOTOR VEHICLE OR RECREATIONAL VEHICLE MANUFACTURER, IMPORTER, DISTRIBUTOR, OR MOBILE HOME MANUFACTURER

PARTNERS continued:

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C. CORPORATE/LLC/LLP:

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<td>Corporate Headquarters Business Address</td>
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<td>Date Corporation Registered with Florida Secretary of State</td>
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<td>State or County of Incorporation</td>
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PRESIDENT/VICE PRESIDENT:

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DIRECTOR:

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Please attach the following items to application:

- A current financial statement (Motor Vehicle or Recreational Vehicle Manufacturers, Distributors, and importers or Mobile Home Manufacturers)
- Surety bond or irrevocable letter of credit (Mobile Home Manufacturers)
- Surety bond (Recreational Vehicle Manufacturers, Distributors, or Importers)
- A copy of the product warranty
- A list of authorized Florida dealers
- License Fee of $300 for Motor Vehicle Manufacturer, Importer, or Distributor and $340 for Mobile Home Manufacturer and Recreational Vehicle Manufacturer, Importer, or Distributor. Make checks payable to DHSMV
- Copies of all applicable warranty labor rates and parts agreements
- Copies of all applicable warranty labor rates and parts agreements
- Articles of Incorporation or Articles of Organization, or Partnership Agreement
- Photos of the vehicles
- Copy of fictitious name registered with Secretary of State
- Copy of certification from the Division of Corporations showing current registration of business to conduct business in the State of Florida (on-line access at www.sunbiz.org)
- Manufacturer's Statement of Origin as per State of Florida requirements.

Please refer to the attach checklist for further requirements:

Under penalty of perjury, I do swear or affirm that the information contained in this application is true and correct and that applicant, if licensed, will abide by all laws of Florida, including Chapters 319 and 320, Florida Statutes, and all applicable rules of the Department of Highway Safety and Motor Vehicles. I further certify that I am authorized to bind the applicant with my signature.

Officer's Signature (Required) Printed Name Title Date

HSMV (84256 (01/11) S) Please mail the completed renewal application and required documents to: The Dealer License Section, 2900 Apalachee Parkway, Room A312 – MS 65, Tallahassee, Florida 32399
RENEWAL APPLICATION
MOBILE HOME MANUFACTURER OR RECREATIONAL VEHICLE MANUFACTURER, IMPORTER OR DISTRIBUTOR

IF THERE ARE NO CHANGES FROM LAST YEAR, YOU MAY FILE THIS FORM TO RENEW YOUR LICENSE. THIS FORM MAY ALSO BE USED FOR THE FOLLOWING:

☐ Change of Mailing Address   (Please Check Box if Mailing Address Needs Updating)  

Do not use white out or correction tape on this application

1. Current License Number:  

Licensee Name:  

☐ Sole Proprietor  ☐ Corporation  ☐ Limited Liability Corporation/Partnership (LLC/LLP)  
☐ Limited Liability Limited Partnership (LLLP)  ☐ Partnership  

Fictitious (DBA) Name(s):  

______________________________________________________________________________

Physical Address:  

Street Address  

City  State  Zip Code  

Mailing Address:  

(Enter Mailing Address even if same as Physical Address) Street or Post Office Box  

City  State  Zip Code  

Business Telephone Number:  ( )  Cell Number:  ( )  

Business E-Mail Address:  FAX Number:  ( )

2. Federal Employee's Identification Number (FEID):  

Proof of Identification/DL #, If Sole Proprietor or Partnership:  

Please see instruction guide for proof of acceptable identification  

Line makes of vehicles or units manufactured, distributed, or imported:  

______________________________________________________________________________

NOTE: If there is a change in the corporate officer status, please complete Form 84256, Application for a License as a Motor Vehicle or Recreational Vehicle Manufacturer, Importer, of Distributor or a Mobile Home Manufacturer. (No fees are required.)  

HSMV 86218 (Rev. 01/11)  

Please mail the completed renewal application and required documents to: The Dealer License Section, 2900 Apalachee Parkway, Room A312 – MS 65, Tallahassee, Florida 32399
RENEWAL APPLICATION FOR A LICENSE AS A MOBILE HOME MANUFACTURER OR RECREATIONAL VEHICLE MANUFACTURER, IMPORTER, OR DISTRIBUTOR

ACCEPTABLE PROOF OF IDENTIFICATION INCLUDES:

♦ A Florida driver license or identification card (please include driver license/identification number in appropriate space on form);
♦ An out of state driver license or identification card;
♦ A US passport;
♦ A Canadian driver license, identification card, or passport;
♦ A driver license or identification card from any US Territory (American Samoa, Guam, Marianas, Puerto Rico, and the US Virgin Island; and
♦ An out of country passport.
A copy of the proof of identification must be submitted with your renewal form to the Department, unless the proof of identification submitted is a Florida driver license or identification card (please include driver license/identification number in appropriate space on form).

REQUIRED DOCUMENTS TO BE SUBMITTED WITH APPLICATION:

Mobile Home Manufacturers and Recreational Vehicle Manufacturers, Importers or Distributors:

♦ License renewal fee of $140 for each location, please make check payable to DHSMV.
♦ A current financial statement or condensed balance sheet.
♦ Copy of certification from the Division of Corporations showing current registration of business and fictitious name(s) (on-line access at www.sunbiz.org).
♦ Please submit a copy of any of your product warranties if it has been updated since your last renewal.
♦ Recreational Vehicle Manufacturers, Importers or Distributors: An original surety bond, or original continuation certificate in the amount of $10,000 for each recreational plant licensed by the Division of Motorist Services.
♦ Mobile Home Manufacturers: An original surety bond, irrevocable letter of credit, or original continuation certificate in the amount of $50,000.

NOTE: Mobile Home Manufacturers: Please attach a copy of the financial statement and a copy of the original surety bond, or irrevocable letter of credit, or original continuation certificate in the amount of $50,000 for all additional location renewals.

Under penalty of perjury, I do swear and affirm that the information contained in this application is true and correct. I further certify that I am authorized to bind the application with my signature.

Officer's Signature (Required)               Printed Name               Title               Date

HSMV 86218 (Rev. 07/11)  Please mail the completed renewal application and required documents to: The Dealer License Section, 2900 Apalachee Parkway, Room A312 – MS 65, Tallahassee, Florida 32399.
SURETY BOND
MOBILE HOME MANUFACTURER

BOND NUMBER:____________________

That we ___________________________ as principal
_________________________ company qualified to do business in the State of Florida, as surety are held and firmly bound unto the duly appointed and qualified
_________________________ Director of the Division of Motorist Services of the State of Florida, and the successors in office of said Director, in the penal sum of
_________________________ Fifty Thousand Dollars, for the payment whereof well and truly to be made, we do hereby jointly and severally bind ourselves, our
_________________________ heirs, legal representatives, successors and assigns, firmly these presents:

Signed and Sealed this ___ day of _________________. ______.

The condition of the above obligation is such that:

WHEREAS, the above named principal has made to the obligee hereunder application for a license, under Section 320.8225, Florida Statutes, to engage in the business of a mobile home manufacturer in this state, or who manufactures mobile homes out of
state, which are ultimately offered for sale in this state.

WHEREAS, the above named principal is required as a condition precedent to this appointment as such manufacturer dealer to deliver annually to the obligee hereto a good and sufficient surety bond for the license period for protection of any retail customer who shall suffer any loss as a result of any failure to comply with the conditions of any written contract made by such manufacturer in connection with the manufacture or sale of any mobile home as a result of any violation of the provisions of Chapter 319 or 320, Florida Statutes, in the conduct of the business for which he is licensed.

NOW, THEREFORE, if the above named principal shall fully comply with the conditions of any written contract made by him as such manufacturer in connection with the manufacture or sale of any mobile home, and shall pay or cause to be paid to any retail
customer any loss or damages which any retail customer shall sustain as a result of any failure to comply with the conditions of any written contract made by such manufacturer in connection with the manufacture or sale or any mobile home or as a result of any violation of the provisions of Chapter 319 or 320, Florida Statutes, in the conduct of the business of which he is licensed, then this
obligation shall be void, otherwise to remain in full force and effect.

Such bond becomes effective as of ______________________, ________, and shall be for the license period ending
September 30, __________. A new bond shall be delivered to the director at the beginning of each license period.

Provided, however, that the aggregate liability of the surety hereunder shall in no event, in any one (1) year, exceed the sum of
the bond.

Provided, further the surety shall have the right to terminate its liability hereunder by serving written notice of its election so to do, by United States registered mail, upon the obligee, and thereupon the surety shall be discharged from any liability hereunder for
any default of the principal, after the expiration of thirty (30) days from and after service of such notice.

<table>
<thead>
<tr>
<th>NAME OF BUSINESS</th>
<th>(SEAL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIGNATURE OF BUSINESS</td>
<td></td>
</tr>
<tr>
<td>SIGNATURE OF PRINCIPAL</td>
<td></td>
</tr>
<tr>
<td>NAME OF SURETY BOND COMPANY</td>
<td></td>
</tr>
<tr>
<td>ADDRESS OF SURETY BOND COMPANY</td>
<td></td>
</tr>
<tr>
<td>CITY/STATE/ZIP CODE</td>
<td></td>
</tr>
<tr>
<td>TELEPHONE NUMBER</td>
<td></td>
</tr>
<tr>
<td>TYPED NAME OF SURETY AGENT</td>
<td></td>
</tr>
<tr>
<td>TELEPHONE NUMBER</td>
<td></td>
</tr>
</tbody>
</table>
IRREVOCABLE LETTER OF CREDIT NUMBER: _________________________________

This letter of credit is issued by ___________________________________________, authorized to do business in the state of Florida as a bank (hereinafter “the Bank”) at the request of _________________________________ (hereinafter “the Principal”), to allow the Principal to fulfill a condition precedent to his appointment as a mobile home manufacturer by the Department of Highway Safety and Motor Vehicles (hereinafter “the Department”). The Principal shall deliver annually to the Department an irrevocable letter of credit for the license period for the protection of any person in a retail transaction who shall suffer loss arising out of noncompliance with code standard or failure to honor or provide warranty service or violation of any provisions of 320.8225, Florida Statutes, in the conduct of business as a mobile home manufacturer.

The Bank agrees to honor demands for payment by any person suffering a loss as specified above. Provided, however, that the aggregate liability of the Bank hereunder shall, in no event, in any one year, exceed $25,000.

This letter becomes effective as of ______________________, 20_______ in support of a license issued for the term ending ______________________, 20_______ and may be continued by certification each year in support of any license issued for any subsequent year.

<table>
<thead>
<tr>
<th>NAME OF DEALERSHIP</th>
<th>SIGNATURE OF BANK OFFICER</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIGNATURE OF PRINCIPAL</td>
<td>TITLE</td>
</tr>
<tr>
<td>TYPED OR PRINTED NAME</td>
<td>BANK</td>
</tr>
<tr>
<td>DEALERSHIP ADDRESS</td>
<td>ADDRESS</td>
</tr>
<tr>
<td>CITY</td>
<td>STATE</td>
</tr>
<tr>
<td>CITY</td>
<td>STATE</td>
</tr>
</tbody>
</table>

HSMV 86059 S (01/11)
Exhibit 6

HUD LABEL

Color: Red Metal
APPLICATION FOR STANDARDS SEALS/LABELS

TO: Department of Highway Safety and Motor Vehicles
Division of Motorist Services
2900 Apalachee Parkway Tallahassee, Florida 32399-0640

APPLICATION IS HEREBY MADE FOR: FEE OF $ ___________ IS ENCLOSED

____ # HUD LABELS ................................................................. $32.00
____ # M.H. DUPLEX SEALS ..................................................... $20.00

I,(WE). ___________________________________________________ LOCATED AT
(name of applicant)

__________________________________________________________ (full address)

THAT I (WE) WILL NOT ATTACH A SEAL OR LABEL TO ANY MOBILE/MANUFACTURED HOME
THAT DOES NOT MEET OR EXCEED THE FEDERAL MANUFACTURED HOME CONSTRUCTION
AND SAFETY STANDARDS OR OTHER REQUIREMENTS AS OUTLINED IN SECTION 320.822-
320.90, FLORIDA STATUTES. FLORIDA STATUTES REQUIRE MANUFACTURERS TO AFFIX THE
APPROPRIATE SEAL/LABEL TO ALL UNITS SOLD, OFFERED FOR SALE OR PLACED ON
DISPLAY

MOBILE HOME MANUFACTURER LICENSE NUMBER __________________________

SIGNATURE ____________________________________________________

Manufacturer's Authorized Representative

Note:
This form is to be executed by mobile home manufacturer and submitted to the Division of
Motorist Services. Applicant's copy showing the Seal/Label assignments will be returned with
Seals/Labels.

DMS USE ONLY

SEALS/LABELS ASSIGNED TOTAL # ________________
BEGINNING # __________________________ ENDING # __________________________
ASSIGNED BY __________________________________ DATE __________________________

DO NOT SEPARATE ORIGINAL AND COPY

HSMV-81300 (REV 1/11)
### Request and Payment for Labels

The Manufactured Housing Procedural and Enforcement Regulations 24 CFR Chapter XX Part 3282, require manufacturers to report certification label usage on a monthly basis. The information collected here will be used in conjunction with reporting home distribution, collecting fees, and reimburse parties as appropriate under these Regulations. Public reporting burden for this collection of information is estimated to average 0.5 hours per response including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Response to this information collection is mandatory. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid OMB control number.

<table>
<thead>
<tr>
<th>Manufacturer’s Name &amp; Address</th>
<th>Factory Name &amp; Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer’s Representative</td>
<td>Phone</td>
</tr>
<tr>
<td>Date (mm/dd/yyyy)</td>
<td></td>
</tr>
</tbody>
</table>

### Manufacturer’s Request

(To be completed by manufacturer)

We hereby request that our IPIA, ________________

for the above manufacturing facility issue ________________ (quantity) manufactured home certification labels.

Total number of labels requested ________________ X $39.00 ________________ (Fee/Label)* = $ ________________

Credit adjustment (include Form 303 with credit) - $ ________________

Check amount $ ________________

Check number ________________ dated ________________ (mm/dd/yyyy)

Checks must be payable to Department of Housing and Urban Development.

### IPIA Assignment of Label Numbers

(to be completed by IPIA)

The following unissued certification label numbers are assigned to the specific facility identified above.

Certification Labels ______ - _______ through & including _______ - _______ = _______ (Quantity)

Certification Labels ______ - _______ through & including _______ - _______ = _______ (Quantity)

Certification Labels ______ - _______ through & including _______ - _______ = _______ (Quantity)

Total Number of Labels Issued ________________ X $39.00 ________________ (Fee/Label)* = $ ________________

IPIA Authorized Label Administrator ________________ Date ________________ (mm/dd/yyyy)

### Tender payment through Pay.gov and send copy of form and payment receipt.

Distribution
Original – HUD’s Monitoring Contractor
Copies to: IPIA
Manufacturer

Previous editions obsolete Form HUD-301 (06/09)
**Monthly Production Report**

The Manufactured Housing Procedural and Enforcement Regulations, 24 CFR Part 3282 Sections 552 and 553 require the IPIA to report monthly the number and location of homes manufactured in any factory. Section 501 authorizes the Secretary to take such actions to oversee the system, as the Secretary deems appropriate. The information collected here will be used to account for the shipment of homes and the calculation of monthly payments in the state agencies as required in Section 307. Public reporting burden for this collection of information is estimated to average 0.5 hours per response including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection information. Response to this information collection is mandatory under 42 U.S.C. 5413(c)(3). This agency may not collect this information, and you are not required to complete this form unless it displays a currently valid OMB number.

<table>
<thead>
<tr>
<th>Manufacturer Name &amp; Address</th>
<th>Factory Name &amp; Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer's Representative (signature)</td>
<td>Phone</td>
</tr>
</tbody>
</table>

**Report for the Month of** (mm/yyyy) ____________  Page _____ of _____  IPIA Agency ________________________________

<table>
<thead>
<tr>
<th>Certification Label Number (include all zeros and agency prefix)</th>
<th>Manufacturer’s MH ID or Serial Numbers</th>
<th>Date of Manufacture (mm/dd/yyyy)</th>
<th>First Shipping Destination Information</th>
<th>Type of Unit <em>(See Below)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Dealer’s Name</td>
<td>City</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original – HUD's Contracting Agent</td>
</tr>
<tr>
<td>Copies to: IPIA</td>
</tr>
<tr>
<td>Manufacturer</td>
</tr>
</tbody>
</table>

*Type of Unit:  
- Single-wide Unit (S)  
- Multi-wide Unit 1st Section (M1)  
- Multi-wide Unit 2nd Section (M2)  
- Multi-wide Unit 3rd Section (M3)  

Previous editions obsolete  
Form HUD-302 (06/09)
The manufactured Housing Procedural and Enforcement Regulations 24 CFR Chapter XX Part 3282 Section 552 requires manufacturers to report certification label usage on a monthly basis. The information collected here will be used to report home distribution, collecting fees, and reimbursing parties as appropriate under these Regulations. Public reporting burden for this collection of information is estimated to average 0.5 hours per response including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Response to this information collection is mandatory. This agency may not collect this information and you are not required to complete this form, unless the form displays a currently valid OMB control number.

Lost Labels
(to be completed by manufacturer or losing party)

<table>
<thead>
<tr>
<th>Manufacturer's Name &amp; Address</th>
<th>Factory Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer's Representative</td>
<td>Phone</td>
</tr>
</tbody>
</table>

All certification labels for HUD code manufactured housing that are lost or unaccounted for by manufacturers must be reported to HUD’s Office of Manufactured Housing Programs for accountability of all homes and labels. Labels can be lost through a variety of means including simple loss, theft, mail distribution, or sale for scrap or salvage.

Quantity __________________ certification labels. Date certification label affixed to unit ____________________________ (mm/dd/yyyy)

New certification label number affixed to unit ____________________________ Date loss discovered ____________________________ (mm/dd/yyyy)

Certification label numbers ____________________________ through and including ____________________________

Serial Number: ____________________________ Destination: ____________________________

Name and address of person who last had possession of certification label(s) when loss was discovered:

Name ____________________________

Address ____________________________

Name and address of person who discovered loss:

Name ____________________________

Address ____________________________

Distribution
Original – HUD's Contracting Agent
Copies to: IPIA
Manufacturers
Was a Police or private investigator contacted or used?

☐ Yes  By Whom? ____________________________  Date ____________________________ (mm/dd/yyyy)

Results (include police or investigator reports):

☐ No  Why?

**Explanation of Loss**
(To be completed by manufacturer or losing party)

Losing party’s detailed written explanation of the events that led to the lost certification label(s), and efforts made toward label recovery.

**IPIA Recommendations**
(to be completed by IPIA)

IPIA’s detailed statement setting forth the circumstances of the loss. Give specific reasons for recommendation to HUD if free replacement of a lost certification label is requested. Submit complete package to HUD’s Contracting Agent, which will act upon HUD’s final decision.

IPIA Authorized Label Administrator ___________________________________________  Printed Name and signature

**When manufacturers sell units for scrap or salvage**
(to be completed by manufacturer)

If a manufacturer sells a scrap or salvage unit the manufacturer must remove the label. The manufacturer must keep a permanent record of the label, or return the label to HUD’s Contracting Agent. All labels must be removed from all homes sold for scrap or salvage.

<table>
<thead>
<tr>
<th>Name &amp; Address of scrap or salvage company</th>
<th>Name and Address of Manufacturer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number of scrap or salvage company</td>
<td>Label Numbers from scrap or salvage units</td>
</tr>
</tbody>
</table>

**Distribution**
Original – HUD’s Contracting Agent
Copies to:  IPIA  Manufacturer

Previous editions obsolete
Damaged Label Report

IPIA/Manufacturer
(to be used when returning damaged labels)

The manufactured Housing Procedural and Enforcement Regulations 24 CFR Chapter XX Part 3282 Section 552 requires manufacturers to report certification label usage on a monthly basis. The information collected here will be used to report home distribution, collecting fees, and reimbursing parties as appropriate under these Regulations. Public reporting burden for this collection of information is estimated to average 0.5 hours per response including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Response to this information collection is mandatory. This agency may not collect this information and you are not required to complete this form, unless the form displays a currently valid OMB control number.

Manufacturer's Name & Address

Factory Name & Address

Manufacturer's Representative

Phone

Date (mm/dd/yyyy)

Damaged Labels
(to be completed by manufacturer)

The following manufactured home certification labels have been damaged and are enclosed. Damaged certification labels include those on units wrecked in transit.

Quantity ________________ certification labels. Date certification label affixed to unit ________________

(mm/dd/yyyy)

Damaged certification label numbers ________________ through and including ________________________

New certification label number affixed to unit (serial number) ________________________________

Serial Number: ____________________________ Destination: ____________________________

Assignment of Replacement Labels By IPIA to Manufacturer
(to be completed by IPIA)

The following certification label number must be assigned to the specific facility identified above.

IPIA ________________________________

Quantity: ________________ labels.

Label certification numbers __________________ through and including ________________________

IPIA Authorized Label Administrator ____________________________ Date ________________________

(signature) (mm/dd/yyyy)

Distribution
Original – HUD's Contracting Agent
Copies to: IPIA
Manufacturer

Previous editions obsolete

Form HUD-203B (06/09)

39
Exhibit 12
MANUFACTURER'S STATEMENT OR CERTIFICATE
OF ORIGIN TO A MOBILE HOME

MANUFACTURER ____________________________________________

STREET OR P.O. ____________________________________________

CITY ______________________________________________________

The undersigned CORPORATION hereby certifies that the new mobile
home described below, the property of said CORPORATION, has been transferred
this ______ day of ________________ 20_______ on invoice No. ________
to ______________________________________________________

Distributor, Dealer, Etc.

whose address is ____________________________________________

Street, City and State

_____________________________________________________

Trade Name _________________________________ Year/Model __________

Body Width Ft. _________________________________ Sq. Ft. ________________

Body Length Ft. _________________________________ / Ft. ________________

Including Hitch Excluding Hitch

Manufacturer's Identification No. ________________________________

Date of Manufacture ________________________________________

The CORPORATION further certifies that this was the first transfer of such
new mobile home in ordinary trade and commerce.

_____________________________________________________

Corporation

By: ________________________________

Sign Name Title or Position

_____________________________________________________

Office Address of Signatory (City & State)

HSMV-81094 (REV. 6/86) (SAMPLE FORM)
<table>
<thead>
<tr>
<th>DISTRIBUTOR DEALER ASSIGNMENT NUMBER 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOR VALUE RECEIVED I THE UNDERSIGNED TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO NAME OF PURCHASER(S) __________________________________________</td>
</tr>
<tr>
<td>ADDRESS _______________________________</td>
</tr>
<tr>
<td>AND CERTIFY TO THE BEST OF MY KNOWLEDGE INFORMATION AND BELIEF UNDER PENALTY OF LAW THAT THE VEHICLE IS NEW AND HAS NOT BEEN REGISTERED IN THIS OR ANY STATE AND AT THE TIME OF DELIVERY THE VEHICLE WAS SUBJECT TO THE FOLLOWING SECURITY INTERESTS AND NONE OTHER AND WARRANT TITLE TO THE VEHICLE.</td>
</tr>
<tr>
<td>FEDERAL REGULATIONS REQUIRE YOU TO STATE THE ODOMETER MILEAGE UPON TRANSFER OF OWNERSHIP</td>
</tr>
<tr>
<td>I certify to the best of my knowledge that the odometer reading is ________ and reflects the actual mileage of the vehicle unless one of the following statements is checked ☐ 1 the amount of mileage stated is in excess of 99,999 or ☐ 2 the odometer reading is not the actual mileage</td>
</tr>
<tr>
<td>AMOUNT OF LIEN __________ DATE OF LIEN __________ KIND OF LIEN __________ IN FAVOR OF __________</td>
</tr>
<tr>
<td>LIENHOLDER'S ADDRESS ___________________</td>
</tr>
<tr>
<td>DEALER _______________________________</td>
</tr>
<tr>
<td>NAME OF DEALERSHIP ____________________</td>
</tr>
<tr>
<td>DEALER'S LICENSE NO. ___________________</td>
</tr>
<tr>
<td>AUTHORIZED SIGNATURE OF DEALER ___________________</td>
</tr>
<tr>
<td>TITLE OR POSITION ___________________</td>
</tr>
<tr>
<td>State of ____________________</td>
</tr>
<tr>
<td>County ____________________</td>
</tr>
<tr>
<td>Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn</td>
</tr>
<tr>
<td>day of _______________</td>
</tr>
<tr>
<td>Notary Public ___________________</td>
</tr>
<tr>
<td>Notary Seal ___________________</td>
</tr>
<tr>
<td>USE NOTARIZED ONLY IF REQUIRED IN TITLING JURISDICTION</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DISTRIBUTOR DEALER ASSIGNMENT NUMBER 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOR VALUE RECEIVED I THE UNDERSIGNED TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO NAME OF PURCHASER(S) __________________________________________</td>
</tr>
<tr>
<td>ADDRESS _______________________________</td>
</tr>
<tr>
<td>AND CERTIFY TO THE BEST OF MY KNOWLEDGE INFORMATION AND BELIEF UNDER PENALTY OF LAW THAT THE VEHICLE IS NEW AND HAS NOT BEEN REGISTERED IN THIS OR ANY STATE AND AT THE TIME OF DELIVERY THE VEHICLE WAS SUBJECT TO THE FOLLOWING SECURITY INTERESTS AND NONE OTHER AND WARRANT TITLE TO THE VEHICLE.</td>
</tr>
<tr>
<td>FEDERAL REGULATIONS REQUIRE YOU TO STATE THE ODOMETER MILEAGE UPON TRANSFER OF OWNERSHIP</td>
</tr>
<tr>
<td>I certify to the best of my knowledge that the odometer reading is ________ and reflects the actual mileage of the vehicle unless one of the following statements is checked ☐ 1 the amount of mileage stated is in excess of 99,999 or ☐ 2 the odometer reading is not the actual mileage</td>
</tr>
<tr>
<td>AMOUNT OF LIEN __________ DATE OF LIEN __________ KIND OF LIEN __________ IN FAVOR OF __________</td>
</tr>
<tr>
<td>LIENHOLDER'S ADDRESS ___________________</td>
</tr>
<tr>
<td>DEALER _______________________________</td>
</tr>
<tr>
<td>NAME OF DEALERSHIP ____________________</td>
</tr>
<tr>
<td>DEALER'S LICENSE NO. ___________________</td>
</tr>
<tr>
<td>AUTHORIZED SIGNATURE OF DEALER ___________________</td>
</tr>
<tr>
<td>TITLE OR POSITION ___________________</td>
</tr>
<tr>
<td>State of ____________________</td>
</tr>
<tr>
<td>County ____________________</td>
</tr>
<tr>
<td>Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn</td>
</tr>
<tr>
<td>day of _______________</td>
</tr>
<tr>
<td>Notary Public ___________________</td>
</tr>
<tr>
<td>Notary Seal ___________________</td>
</tr>
<tr>
<td>USE NOTARIZED ONLY IF REQUIRED IN TITLING JURISDICTION</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DISTRIBUTOR DEALER ASSIGNMENT NUMBER 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOR VALUE RECEIVED I THE UNDERSIGNED TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO NAME OF PURCHASER(S) __________________________________________</td>
</tr>
<tr>
<td>ADDRESS _______________________________</td>
</tr>
<tr>
<td>AND CERTIFY TO THE BEST OF MY KNOWLEDGE INFORMATION AND BELIEF UNDER PENALTY OF LAW THAT THE VEHICLE IS NEW AND HAS NOT BEEN REGISTERED IN THIS OR ANY STATE AND AT THE TIME OF DELIVERY THE VEHICLE WAS SUBJECT TO THE FOLLOWING SECURITY INTERESTS AND NONE OTHER AND WARRANT TITLE TO THE VEHICLE.</td>
</tr>
<tr>
<td>FEDERAL REGULATIONS REQUIRE YOU TO STATE THE ODOMETER MILEAGE UPON TRANSFER OF OWNERSHIP</td>
</tr>
<tr>
<td>I certify to the best of my knowledge that the odometer reading is ________ and reflects the actual mileage of the vehicle unless one of the following statements is checked ☐ 1 the amount of mileage stated is in excess of 99,999 or ☐ 2 the odometer reading is not the actual mileage</td>
</tr>
<tr>
<td>AMOUNT OF LIEN __________ DATE OF LIEN __________ KIND OF LIEN __________ IN FAVOR OF __________</td>
</tr>
<tr>
<td>LIENHOLDER'S ADDRESS ___________________</td>
</tr>
<tr>
<td>DEALER _______________________________</td>
</tr>
<tr>
<td>NAME OF DEALERSHIP ____________________</td>
</tr>
<tr>
<td>DEALER'S LICENSE NO. ___________________</td>
</tr>
<tr>
<td>AUTHORIZED SIGNATURE OF DEALER ___________________</td>
</tr>
<tr>
<td>TITLE OR POSITION ___________________</td>
</tr>
<tr>
<td>State of ____________________</td>
</tr>
<tr>
<td>County ____________________</td>
</tr>
<tr>
<td>Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn</td>
</tr>
<tr>
<td>day of _______________</td>
</tr>
<tr>
<td>Notary Public ___________________</td>
</tr>
<tr>
<td>Notary Seal ___________________</td>
</tr>
<tr>
<td>USE NOTARIZED ONLY IF REQUIRED IN TITLING JURISDICTION</td>
</tr>
</tbody>
</table>
Exhibit 13
MEASURING MOBILE/MANUFACTURED HOME LENGTH AND WIDTH

MOBILE/MANUFACTURED HOME

Body size does not include roof projection or hitch assembly.
(Refer to section 320.8335, FS, for disclosure requirements on length and width measurements of a mobile/manufactured home.)

NOTE: Units exceeding 14 feet in width must have a front and rear escort when being transported over Florida highways. A law enforcement escort is required when transporting on two lane highways and four lane highways when construction is in progress.
FLORIDA MANUFACTURER'S INSPECTION REPORT

Exhibit 14

IPIA's REPORT # ________________

List Below in Sequential Order the ID # of Each Unit Inspected

<table>
<thead>
<tr>
<th>ID #</th>
<th>Station</th>
<th>ID #</th>
<th>Station</th>
<th>ID #</th>
<th>Station</th>
<th>ID #</th>
<th>Station</th>
</tr>
</thead>
</table>

HUD LABEL # ________________

ID # ____________________________ PRINTS ☐ APPLIANCES ☐

Testing Required By The Standard

<table>
<thead>
<tr>
<th>ID #</th>
<th>Plumbing Fixture</th>
<th>ID #</th>
<th>Gas System Before Appl Conn</th>
<th>ID #</th>
<th>Electrical Continuity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tub/Shower</td>
<td></td>
<td>After Appl Conn</td>
<td></td>
<td>Operational</td>
</tr>
<tr>
<td></td>
<td>Drainage/Vent</td>
<td></td>
<td>Egress Window</td>
<td></td>
<td>Dielectric</td>
</tr>
<tr>
<td></td>
<td>Water System</td>
<td></td>
<td>Material Storage</td>
<td></td>
<td>Polarity Fixture</td>
</tr>
</tbody>
</table>

NEW/UPDATE CERT.

SUBJECT

DRAWING PRT #

MODEL #

APPROVAL DATE

REVIEW

Polarity Receptacle

COMMENTS:

Station description and process shall be recorded to comply with the DAPIA approved Q.A. Manual.

NOTICE:

Noted in this report are violations to the Federal Manufactured Home Construction and Safety Standards found by Florida MH/RV Construction Personnel while conducting an inspection in this plant on the date listed below.

In order for you to sell or offer for sale mobile homes, you must comply with Title VI, Section 601 of the National Manufactured Home Construction and Safety Standards Act of 1974. All violations must be corrected immediately. Homes that are red tagged WILL REQUIRE a reinspection before red tags can be removed and the mobile homes shipped.

Total Time ________________

Manual/Plan Review Time ________________

Total HUD M.H. Insp. Time ________________

Q.C.'s SIGNATURE

HSMV-81010 (Rev. 7/97)

INSPECTOR'S SIGNATURE

DATE

Time In ____________________ Out ________________

Time In ____________________ Out ________________

Travel Time To: ________________ From ________________

43
<table>
<thead>
<tr>
<th>ID #</th>
<th>SVF</th>
<th>SVO</th>
<th>CCI #</th>
<th>Reference</th>
<th>VIOLATIONS</th>
<th>Corrective Action</th>
<th>HSMV 81009</th>
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Exhibit 15
FLORIDA MANUFACTURER'S INSPECTION SUPPLEMENT REPORT

PLANT: ________________________________

DATE OF INSPI.: __________________________

INSP. REPORT NO.: __________________________

DUE DATE: __________________________

1. PROBLEM/NONCONFORMANCE: ______________________________________________________________

   ______________________________________________________________

   SOURCE: __________________________________________________________

   ______________________________________________________________

   PREVENTATIVE ACTION: __________________________________________

   ______________________________________________________________

   NO. UNITS: __________  ☐ ACCEPT  ☐ REJECT  IPIA SIGNATURE __________________________

2. PROBLEM/NONCONFORMANCE: ______________________________________________________________

   ______________________________________________________________

   SOURCE: __________________________________________________________

   ______________________________________________________________

   PREVENTATIVE ACTION: __________________________________________

   ______________________________________________________________

   NO. UNITS: __________  ☐ ACCEPT  ☐ REJECT  IPIA SIGNATURE __________________________

COMMENTS: _____________________________________________________________

___________________________________________________________

Signature: Plant Management __________________________  Date __________________________

HSMV-81009 (Rev. 12/93)
3. PROBLEM/NONCONFORMANCE: __________________________________________________________

__________________________

SOURCE: ________________________

__________________________

PREVENTATIVE ACTION: ________________________

__________________________

NO. UNITS: _________ ☐ ACCEPT ☐ REJECT IPIA SIGNATURE ________________________

4. PROBLEM/NONCONFORMANCE: __________________________________________________________

__________________________

SOURCE: ________________________

__________________________

PREVENTATIVE ACTION: ________________________

__________________________

NO. UNITS: _________ ☐ ACCEPT ☐ REJECT IPIA SIGNATURE ________________________

5. PROBLEM/NONCONFORMANCE: __________________________________________________________

__________________________

SOURCE: ________________________

__________________________

PREVENTATIVE ACTION: ________________________

__________________________

NO. UNITS: _________ ☐ ACCEPT ☐ REJECT IPIA SIGNATURE ________________________
Exhibit 16

Red Tag Used To Warn Mobile/Manufactured Home Manufacturers And Dealers That A Home May Not Be Sold Until It Is Brought Into Compliance With The National Manufactured Housing Construction and Safety Standards

Color: Red
Exhibit 17

Manufacturer Data Report

State of Florida
Department of Highway Safety and Motor Vehicles

Division of Motorist Services
Neil Kirkman Building, 2000 Apalachee Parkway (Room A 129) Tallahassee FL 32319-0640

DEALER’S NAME
ADDRESS

City State Zip

MFR. NAME
ADDRESS

City State Zip

EXHIBIT 1

7

ROOF LOAD ZONES

- North 40 PSF
- South 20 PSF
- Middle 30 PSF

WIND ZONES

- Zone I 15 PSF Horizontal & 9 PSF Uplift
- Zone II 100 mph
- Zone III 110 mph
- Exposure D

HEATING & COOLING DESIGNED CERTIFICATE

Design Winter Climate Zone

This mobile home has been thermally insulated to conform with the requirements of the Federal Manufactured Home Construction and Safety Standards for all locations within climate:

- Zone I
- Zone II
- Zone III

Manufacturer shall provide "U" factors as designed below:

- Walls (without windows & doors)...... "U" =
- Ceilings & roofs of light color......... "U" =
- Ceilings & roofs of dark color......... "U" =
- Floors:........................................ "U" =
- Air ducts in floor:.......................... "U" =
- Air ducts in ceiling:....................... "U" =
- Air ducts installed outside:.............. "U" =

Heat transfer area to outside of home from air ducts located:

- Inside Home Sq. Ft.
- Outside Home Sq. Ft.

The heating equipment has the capacity to maintain an average 70°F temperature in this home at outdoor temperatures of °F.

To maximize furnace operating economy and to conserve energy, it is recommended that this home be installed where the outdoor winter design temperature (97°F) is not higher than °F.

The above information has been calculated assuming a maximum wind velocity of 15 MPH at standard atmospheric pressure.

The supply air distribution system installed in this home is sized:

- Not designed for A/C
- A/C Ready
- A/C Installed

This mobile home is designed to comply with the Federal Manufactured Home Construction and Safety Standards in force at the time of manufacture.

SIGNED

Authorized Representative of Manufacturer

Type or Print Name

Date

** FOR TALLAHASSEE CENTRAL OFFICE USE ONLY**

RED TAG # REGION

COMPLAINTS

NAME

ADDRESS CITY STATE ZIP

REGION

48
Adjustment Report
Monthly Production Report

The Manufactured Housing Procedural and Enforcement Regulations, 24 CFR Part 3282 Section 501 authorizes the Secretary to take such actions to oversee the system as the Secretary deems appropriate. This form requires the manufacturer to report any adjustments to previously submitted monthly production reports. The information collected here will be used to request certification labels from the Secretary and confirm the receipt of the certification labels as required under these regulations. Public reporting burden for this collection of information is estimated to average 0.5 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Response to this information collection is mandatory under 42 U.S.C. 5413(c)(3). This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid OMB control number.

<table>
<thead>
<tr>
<th>Manufacturer’s Name &amp; Address</th>
<th>Factory Name &amp; Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer’s Representative</td>
<td>Phone</td>
</tr>
<tr>
<td>Report for month of (mm/yyyy)</td>
<td>IPIA</td>
</tr>
</tbody>
</table>

### Section I (to add an unreported unit)

<table>
<thead>
<tr>
<th>Certification Label Number (include all zeros and agency prefix)</th>
<th>Manufacturer’s MH ID or Serial Numbers</th>
<th>Date of Manufacture (mm/dd/yyyy)</th>
<th>First shipping destination information</th>
<th>Type of Unit <em>(See Below)</em></th>
</tr>
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<tbody>
<tr>
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<td></td>
<td>Dealer’s Name</td>
<td>City</td>
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### Section II (to correct previously reported information)

<table>
<thead>
<tr>
<th>Certification Label Number (include all zeros and agency prefix)</th>
<th>Manufacturer’s MH ID or Serial Numbers</th>
<th>Date of Manufacture (mm/dd/yyyy)</th>
<th>Previous Information</th>
<th>Correction</th>
<th>Type of Unit <em>(See Below)</em></th>
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### Section III (to be completed for open destinations)

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<tr>
<th>Certification Label Number (include all zeros and agency prefix)</th>
<th>Manufacturer’s M/H ID or Serial Numbers</th>
<th>Date of Manufacture (mm/dd/yyyy)</th>
<th>First shipping destination information</th>
<th>Type Of Unit <em>(see Below)</em></th>
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Distribution
Original – HUD’s Monitoring Contractor
Copies to: IPIA
Manufacturer

*Type of Unit:
- Single-wide Unit (S)
- Multi-wide Unit 1st Section (M1)
- Multi-wide Unit 2nd Section (M2)
- Multi-wide Unit 3rd Section (M3)
APPLICATION FOR A LICENSE AS A MOTOR VEHICLE MOBILE HOME, OR RECREATIONAL VEHICLE DEALER

I hereby make application and submit the required documentation for an original license or corporation update:

- VF Franchised Motor Vehicle Dealer – 320.27, F.S.
- SF Franchised Motor Vehicle Service Facility – 320.642(6), F.S.
- VI Independent Motor Vehicle Dealer – 320.27, F.S.
- VW Wholesale Motor Vehicle Dealer – 320.27, F.S.
- VA Motor Vehicle Auction – 320.27, F.S.
- SD Salvage Vehicle Dealer – 320.27, F.S.
- BH Used Mobile Home Broker – 320.77, F.S.
- DH Mobile Home Dealer – 320.77, F.S.
- DH/BH Selling New Recreational Vehicles – 320.771(8), F.S.
- DH/BH Selling Used Recreational Vehicles – 320.771(8), F.S.
- RV New Recreational Vehicle Dealer – 320.771, F.S.
- RU Used Recreational Vehicle Dealer – 320.771, F.S.

Current License No. __________________________

FEID Number __________________________ Sales Tax Number: __________________________

Proof of Identification/DL, if Sole Proprietor or Partnership:

Please see instruction guide for acceptable proof of identification.

Owner/Partner/LLC/LLP/LLLP or Corporation Name: __________________________

Fictitious Business Name (d/b/a): __________________________

Dealership Physical Address:

Street Address (Enter Physical Address even if same as Mailing Address)

City __________________________ County __________________________ State __________________________ Zip Code __________________________

Mailing Address:

Street Address __________________________

City __________________________ County __________________________ State __________________________ Zip Code __________________________

Telephone numbers: Home: ( ) Cell No: ( )

Office: ( ) FAX No: ( ) None

Business E-Mail Address: __________________________

1. If franchised or recreational vehicle dealer, list authorized line make(s) for which you are already licensed to sell:

Motorcycles greater than 50cc
Motorcycle 50 cc or less
Tri-Vehicles

Low Speed Vehicles Mini-Trucks

2. If applying for an original franchised licensed or a recreational vehicle dealer license, list the line make(s) you are seeking for approval:

Motorcycles greater than 50cc
Motorcycle 50 cc or less
Tri-Vehicles

Low Speed Vehicles Mini-Trucks

HSMV 86056 (S) (Rev. 6/11)
APPLICATION FOR A LICENSE AS A MOTOR VEHICLE, MOBILE HOME, OR RECREATIONAL VEHICLE DEALER

3. □ Sole Proprietor □ Corporation □ Limited Liability Company/Partnership (LLC/LLP) □ Limited Liability/Limited Partnership (LLLP) □ Partnership

A. OWNERS/PARTNERS:

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Initial</th>
<th>(FRVIS Customer No. – Office Use Only)</th>
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<tbody>
<tr>
<td>Date of Birth</td>
<td>FL DL/ID# (if other proof of ID is used, attach copy)</td>
<td>Home Phone Number w/Area Code</td>
<td>Daytime Phone Number w/Area Code</td>
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<td>Residence Address</td>
<td>City</td>
<td>State</td>
<td>Zip Code</td>
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B. CORPORATE/LLC/LLP/LLLP:

Corporate Headquarters Business Address | City | State | Zip Code |

PRESIDENT/MGR/MEMBER/PARTNER:

Last Name | First Name | Middle Initial | (FRVIS Customer No. – Office Use Only) |
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VICE-PRESIDENT/MGR/MEMBER/PARTNER:

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SECRETARY/MGR/MEMBER/PARTNER:

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TREASURER/MGR/MEMBER/PARTNER:

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DIRECTOR/MGR/MEMBER/PARTNER:

Last Name | First Name | Middle Initial | (FRVIS Customer No. – Office Use Only) |
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HSMV-86056(S) (Rev. 6/11) 2 Please use separate sheet if necessary
APPLICATION FOR A LICENSE AS A MOTOR VEHICLE, MOBILE HOME, OR RECREATIONAL VEHICLE DEALER

4. If the place of business is owned by applicant, date of acquisition:
   Enter “LEASED” in the space above, if it is a leased location.  Month/Day/Year

**Please attach the following for an original application:**
- A completed application form HSMV 86056 and $300 fee for motor vehicle dealers or $340 fee for mobile home or; recreational vehicle dealers;
- Proof of identification/DL (see instruction guide for acceptable forms of identification);
- A true copy of property lease or proof of ownership;
- Fingerprint cards and a fingerprint fee of $54.25 per officer;
- Copy of dealer training course completion document;
- Original surety bond/irrevocable letter of credit (Division of Motorist Services forms only) – on line access at http://www.flhsmv.gov/html/forms.html
- Copy of business and/or fictitious name registration (on-line access at www.sunbiz.org);
- Copy of certification from the Division of Corporations showing current registration of business to conduct business in the State of Florida (on-line access at www.sunbiz.org);
- Corporation papers, corporate meeting minutes showing the election of corporate directors, Articles of incorporation if the dealership is a Corporation or Incorporation; Articles of Organization and Operating Agreement if the dealership is a Limited Liability Company; or a Partnership Agreement if the dealership if a Partnership; and
- Independent dealer (VI*), Auction dealer (VA), Wholesale dealers (VW), and Salvage dealer (SD) have the option to submit a copy of:
  - A garage liability insurance certificate which shall include, at a minimum, $25,000 combined single limit liability coverage including bodily injury and property damage protection and $10,000 personal injury protection; OR
  - A general liability insurance policy coupled with a business automobile policy, which shall include, at a minimum, $25,000 combined single limit liability coverage including bodily injury and property damage protection and $10,000 personal injury.
- Franchise dealers (VF), Recreational dealers (RV & RU), and Mobile home dealers/brokers (DH/BH) selling recreational vehicles must submit a garage liability insurance certificate which shall include, at a minimum, $25,000 combined single limit liability coverage including bodily injury and property damage protection and $10,000 personal injury protection.

**Please attaché the following items for a corporate update:**
- A complete application form HSMV 86056;
- Minutes of the meeting;
- Fingerprint cards for each new member and fingerprint fee of $54.25 per new officer; and
- Copy of the corporate changes registration from the Division of Corporation (on-line at www.sunbiz.org)

*For additional information, please refer to the Dealer License Instruction Booklet*

**CERTIFICATIONS/STATEMENTS**

Florida law requires applicants for various dealer licenses to provide certification or statements on a variety of issues. Please carefully read, complete, sign and date applicable certifications and statements.

**Required of Motor Vehicle Dealer License Applicants**

I certify that my business location provides an adequately equipped office and is not a residence; that the location affords sufficient unoccupied space upon and within which adequately to store all motor vehicles offered and displayed for sale; and that the location is a suitable place where I can in good faith carry on such business and to maintain books and records, and files necessary to conduct such business, which will be available at all reasonable hours for inspection by the department or any of its inspectors or employees. I further certify that the business of a motor vehicle dealer is the principal business which shall be conducted at the location.

______________________________  __________________________
Officer's Signature  Date
APPLICATION FOR A LICENSE AS A MOTOR VEHICLE, MOBILE HOME, OR RECREATIONAL VEHICLE DEALER

Required of Mobile Home and Recreational Vehicle Dealer License Applicants:

☐ I certify that my business location is a permanent one, not a tent or a temporary stand or other temporary quarters; and, except in the case of a mobile home broker, that the location affords sufficient unoccupied space to store all mobile homes and recreational vehicles offered and displayed for sale; and that the location is suitable place in which I can, in good faith, carry on business and maintain books, records, and files necessary to conduct such business, which will be available at all reasonable hours for inspection by the department compliance examiners, inspectors or other department employees. I understand that this does not preclude a licensed mobile home dealer from displaying and offering for sale mobile homes in a mobile home park. I further certify that the business of a mobile home or recreational vehicle dealer is the principal business which shall be conducted at the location unless I am a mobile home park operator licensed as a mobile home dealer.

☐ I plan to sell park models and recreational vehicles and understand the requirement to obtain Garage Liability Insurance.

______________  __________________________
Officer’s Signature   Date

If no Federal Employer’s Identification Number is obtained, the following statement is required of the applicant:

The individual owner(s) of the dealership is (are) performing all duties in the business. There are no employees in the dealership.

______________  __________________________
Officer's Signature   Date

Required of Recreational Vehicle Dealer License Applicants:

As an applicant for a recreational vehicle dealer license, issued pursuant to Section 320.771, Florida Statutes, I have not and will not enter into any agreement, written or oral, with any other person or business entity, which would constitute an unfair and deceptive trade practice in violation of Part II of Chapter 501, Florida Statutes.

______________  __________________________
Officer’s Signature   Date

HSMV-86056(S) (Rev. 6/11)
APPLICATION FOR A LICENSE AS A MOTOR VEHICLE, MOBILE HOME, OR RECREATIONAL VEHICLE DEALER

CERTIFICATION
(Must be completed by all dealership officers)

5. Has this applicant, partner, corporate officer or director:

☐ YES ☐ NO  Been convicted of a felony or equivalent charge anywhere?

☐ YES ☐ NO  Been convicted of a felony or first degree misdemeanor for a violation of any provision of Chapter 319 or 320, Florida Statutes?

☐ YES ☐ NO  Been convicted for a felony or first degree misdemeanor in any other jurisdiction for violation of motor vehicle laws (excluding parking and traffic laws)?

☐ YES ☐ NO  Now facing criminal charges anywhere?

☐ YES ☐ NO  Been denied a surety bond?

☐ YES ☐ NO  Ever had a surety bond cancelled?

☐ YES ☐ NO  Been a licensed dealer in Florida or any other jurisdiction?

State: ____________________________  License #: __________________________

☐ YES ☐ NO  Been denied or had dealer license suspended or revoked in Florida or any other jurisdiction?

(IF THE ANSWER TO ANY PART OF QUESTION 5 IS “YES”, APPLICANT IS REQUIRED TO SUPPLY APPROPRIATE DOCUMENTATION. IN THE CASE OF A FELONY CONVICTION, CHARGING DOCUMENTS AND DISPOSITION DOCUMENTS FROM THE COURT MUST ACCOMPANY THIS APPLICATION.)

Under penalty of perjury, I do swear or affirm that the information contained in this application is true and correct and that applicant, if licensed will abide by all laws of Florida, including Chapters 319 and 320, Florida Statutes, and all applicable rules, policies, and procedures of the Department of Highway Safety and Motor Vehicles.

I further certify that I am authorized to bind the application with my signature.

I understand that I must meet all zoning requirements and occupational license requirements that may be mandated by local or county ordinances.

__________________________________  ____________________________________  __________
Signature                               Typed Name and Title                  Date

NOTARIAL CERTIFICATE

STATE OF FLORIDA

COUNTY OF ____________________________

The attached instrument was acknowledged before me on this date, ______/______/______ by Mr./Mrs./Ms. ____________________________ who is personally known to me or who has produced ____________________________ as identification and who did take an oath.

(seal)

______________________________ (Signature of Notary)

______________________________ (Name of Notary, typed, printed or stamped)

______________________________ (Notary)

______________________________ (Title)

______________________________ (Commission Serial Number)

Important:
This certification is required for each officer of the dealership. If necessary, please make copies of this page. After completing this certification for each officer; attach each copy to this application. Each certification must be notarized.

HSMV-86056(S) (Rev. 6/11)
FOR DEPARTMENT USE ONLY

Site Inspection No: ________________________________________

☐ YES    ☐ NO I have inspected the location of the above described applicant and find it qualifies for a license under Section 320.27 or 320.77, or 320.771 Florida Statutes, as applicable. (If NO, a signed, detailed investigative report with diagram of location must be attached.)

☐ YES    ☐ NO After careful review of the application (including attachments) and based on the information available to me at this time, I recommend that a license be issued. (If NO, a signed, detailed, and documented investigative report must be attached.)

__________________________________________  _______________________
Signature of Inspector/Examiner                Zone No.

__________________________________________
Signature of Reviewing Authority

DEALER LICENSE SECTION

Application Examined By: ________________________________  _______________________
Initials                                      Date

Application Approved By: ________________________________  _______________________
Initials                                      Date
EXHIBIT 20
STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
NEIL KIRKMAN BUILDING, TALLAHASSEE, FLORIDA 32399-0500

RENEWAL APPLICATION

MOTOR VEHICLE, MOBILE HOME, OR RECREATIONAL VEHICLE DEALERS

IF THERE ARE NO CHANGES FROM LAST YEAR, YOU MAY FILE THIS FORM TO RENEW YOUR LICENSE. THIS FORM MAY ALSO BE USED FOR THE FOLLOWING:

☐ Change of Mailing Address (Please Check Box if Mailing Address Needs Updating)

Do not use white out or correction tape on this application

Current or last License Number (Include Suffix if Additional Location): ______________________________

Licensee Name: ______________________________

☐ Sole Proprietor ☐ Corporation ☐ Limited Liability Corporation/Partnership (LLC/LLP)

☐ Limited Liability Limited Partnership (LLLP) ☐ Partnership

Fictitious (DBA) Name: ______________________________

Dealership Physical Address: ______________________________

Street Address ______________________________

City ____________________________________________ County __________________________ State ________ Zip Code __________

Mailing Address: ______________________________

Enter Mailing Address Even if Same as Physical Address

City ____________________________________________ County __________________________ State ________ Zip Code __________

Federal Employer’s Identification Number (FEID): ______________________________

Florida Sales Tax Number: ______________________________

Business E-Mail Address: ______________________________

Business Telephone Number: ______________________________ FAX Number: ______________________________

Cell Phone Number: ______________________________

Proof of Identification, if Sole Proprietor or Partnership: ______________________________

Who is your ETR vendor? ______________________________

Acceptable Proof of Identification includes:

✓ A Florida driver license or identification card (please include number in appropriate space above);
✓ An out of state driver license or identification card;
✓ A US passport;
✓ A Canadian driver license, identification card, or passport;
✓ A driver license or identification card from any US Territory (American Samoa, Guam, Mariana, Puerto Rico, and the US Virgin Islands); and
✓ An out of country passport

A copy of the proof of identification must be submitted with your renewal form to the Department, unless the proof of identification submitted is a Florida driver license or identification card (please include driver license/identification number in appropriate space above).

COMPLETION OF THIS SECTION IS MANDATORY FOR PROCESSING

Have you or any officer/owner been convicted of a felony or equivalent in any jurisdiction since your last renewal? ☐ YES ☐ NO

If the answer is “Yes”, please submit the charging document(s) and disposition document(s).

“Under penalty of perjury, I do swear to affirm that all the information contained in this application is true and correct and that applicant will abide by all laws of Florida, including Chapters 319 and 320, Florida Statutes and all applicable rules, and procedures of the Department of Highway Safety and Motor Vehicles. I further certify that I am authorized to bind the application with my signature.”

Officer’s Signature ______________________________

Print Name ______________________________

Title ______________________________ Date ______________________________

HSMV 86720 (Rev. 6/11) S
SURETY BOND
MOBILE HOME DEALER

STATE OF FLORIDA
EXHIBIT 21

DEPARTMENT OF HIGHWAY
SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
2900 APALACHEE PARKWAY
ROOM A-312, Mail Stop #65
TALLAHASSEE, FLORIDA 32399-0500

KNOW ALL MEN BY THESE PRESENTS:

That we ____________________________________________, as principal
and ____________________________________________, a
surety company qualified to do business in the State of Florida, as surety are held and firmly bound unto the duly appointed and qualified
Director of the Division of Motorist Services of the State of Florida, and the successors in office of said Director, in the penal sum of
____________________ Dollars, for the payment whereof well and truly to be made, we do hereby jointly and severally bind ourselves, our
heirs, legal representatives, successors and assigns, firmly these presents:

Signed and Sealed this _____ day of ______________________, ______.

The condition of the above obligation is such that:

WHEREAS, the above named principal has made to the obligee hereunder application for a license, under Section 320.77, Florida
Statutes, to engage in the business of buying, selling or dealing in mobile homes or offering or displaying mobile homes for sale, as
defined by the said law, and

WHEREAS, the above named principal is required as a condition precedent to this appointment as such dealer to deliver annually to
the obligee hereeto a good and sufficient surety bond for the license period conditioned that said principal shall comply with the conditions
of any written contract made by such dealer in connection with the sale or exchange of any mobile home and shall not violate any of the
provisions of Chapter 319 and 320, Florida Statutes, in the conduct of the business for which he is licensed, and

WHEREAS, such bond shall be in favor of any person in a retail or wholesale transaction who shall suffer any loss as a result of
any violation of the conditions hereinafore contained.

NOW, THEREFORE, if the above named principal shall fully comply with the conditions of any written contract made by him as
such dealer in connection with the sale or exchange of any mobile home, and shall pay or cause to be paid to any retail customer any loss
or damages which any retail customer shall sustain as a result of any failure to comply with the conditions of any written contract made by
such dealer in connection with the sale or exchange of any mobile home or as a result of any violation of the provisions of Chapter 319 or
320, Florida Statutes, in the conduct of the business of which he is licensed, then this obligation shall be void, otherwise to remain in full
force and effect.

This bond becomes effective as of ________________ , ______, in support of a license issued for the term ending
______________ , __________, and may be continued by certificate each year in support of any license issued for any
subsequent year.

Provided, however, that the aggregate liability of the surety hereunder shall in no event, in any one (1) year, exceed the sum of the
bond, which shall include the total sum of any rider attached thereto pursuant to Section 320.77, Florida Statutes.

Provided, further the surety shall have the right to terminate its liability hereunder by serving written notice of its election so to do,
by United States registered mail, upon the obligee, and thereupon the surety shall be discharged from any liability hereunder for any
default of the principal, after the expiration of thirty (30) days from and after service of such notice.

NAME OF BUSINESS

SIGNATURE OF SURETY AGENT (SEAL)

SIGNATURE OF PRINCIPAL

ADDRESS OF SURETY AGENT

NAME OF SURETY BOND COMPANY

CITY/STATE/ZIP CODE

ADDRESS OF SURETY BOND COMPANY

TELEPHONE NUMBER

CITY/STATE/ZIP CODE

TELEPHONE NUMBER

HSMV 86018 (Rev. 01/11)
IRREVOCABLE LETTER OF CREDIT

NAME OF DEALERSHIP

SIGNATURE OF PRINCIPAL

TYPED OR PRINTED NAME

DEALERSHIP ADDRESS

CITY STATE ZIPCODE

SIGNATURE OF BANK OFFICER

TITLE

BANK

ADDRESS

CITY STATE ZIPCODE

BANK TELEPHONE NUMBER

BANK SEAL

HSMV 86058 S (01/11)
<table>
<thead>
<tr>
<th>Region</th>
<th>Bureau of Motor Vehicle Field Operations, Region</th>
<th>Room</th>
<th>Telephone</th>
<th>Fax</th>
<th>Responsible for Counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region I</td>
<td>Bureau of Motor Vehicle Field Operations, Region I</td>
<td>1135 Banks</td>
<td>(954) 969-4216</td>
<td>(954) 969-4237</td>
<td>Broward County</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Road</td>
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<td>Margate,</td>
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<td></td>
<td></td>
<td>Florida 33063</td>
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<tr>
<td>Region II</td>
<td>Bureau of Motor Vehicle Field Operations, Region II</td>
<td>318 Southeast 25th Avenue</td>
<td>(352) 732-1267</td>
<td>(352) 732-1459</td>
<td>Alachua, Columbia, Gilchrist, Lake, Levy, Marion and Putnam Counties</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ocala, Florida 34471</td>
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<td></td>
</tr>
<tr>
<td>Region III</td>
<td>Bureau of Motor Vehicle Field Operations, Region III</td>
<td>3200 Armsdale Road, Suite 13</td>
<td>(904) 924-1524</td>
<td>(904) 924-1530</td>
<td>Baker, Bradford, Clay, Flagler, Duval, Nassau, St. Johns and Union Counties</td>
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<tr>
<td></td>
<td></td>
<td>Jacksonville, Florida 32218</td>
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<td>Region IV</td>
<td>Bureau of Motor Vehicle Field Operations, Region IV</td>
<td>1354 South</td>
<td>(386) 736-5108</td>
<td>(386) 736-5112</td>
<td>Brevard, Seminole and Volusia Counties</td>
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<td></td>
<td></td>
<td>Woodland Boulevard</td>
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<td>Region V</td>
<td>Bureau of Motor Vehicle Field Operations, Region V</td>
<td>4101 Clarcona-Ocoee Road, Suite 160</td>
<td>(407) 445-7400</td>
<td>(407) 445-7411</td>
<td>Orange and Osceola Counties</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Orlando, Florida 32810</td>
<td></td>
<td></td>
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<tr>
<td>Region VI</td>
<td>Bureau of Motor Vehicle Field Operations, Region VI</td>
<td>NET PARK, Suite 2228</td>
<td></td>
<td></td>
<td>Citrus, Hernando, Hillsborough, Pasco, Pinellas, Polk and Sumter Counties</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5701 East Hillsborough Avenue</td>
<td>(813) 612-7110</td>
<td>(813) 612-7111</td>
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<tr>
<td>Region VII</td>
<td>Bureau of Motor Vehicle Field Operations, Region VII</td>
<td>6030 County Road 2321</td>
<td></td>
<td></td>
<td>Dixie, Franklin, Gadsden, Hamilton, Jefferson, Lafayette, Leon, Liberty, Madison, Suwanee, Taylor and Wakulla Counties</td>
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<td></td>
<td>Panama City, Florida 32404</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Region IX</td>
<td>Bureau of Motor Vehicle Field Operations, Region IX</td>
<td>470 Columbia Drive, Bldg. E, Suite 200</td>
<td>(561) 640-6820</td>
<td>(561) 640-6835</td>
<td>Indian River, Okeechobee, Martin, Palm Beach and St. Lucie Counties</td>
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<tr>
<td></td>
<td></td>
<td>West Palm Beach, Florida 33409</td>
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<tr>
<td>Region X</td>
<td>Bureau of Motor Vehicle Field Operations, Region X</td>
<td>7795 West Flagler Street, Suite 82C</td>
<td>(305) 222-4164</td>
<td>(305) 222-4180</td>
<td>Dade and Monroe Counties</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Miami, Florida 33144</td>
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</tbody>
</table>
Exhibit 24

Rule 15C-2.011, Florida Administrative Code (F.A.C.) regarding the inclusion or exclusion of wheels, axles and drawbars in the mobile/manufactured home sales agreement

CHAPTER 15C-2 RULES OF PROCEDURE FOR MANUFACTURED HOUSING SECTION

15C-2.011 Wheels, Axles and Drawbar.

(1) Definitions.
(a) “Dealer” means a mobile home dealer as defined in Section 320.77(1)(a) and 320.822(8), F.S.
(b) “Manufacturer” means a manufacturer of mobile/manufactured homes as defined in Section 320.822(9), F.S.
(c) “Mobile Home” means those dwelling units as defined in Section 320.01(2)(a), F.S.
(d) “Manufactured Home” means those dwelling units as defined in Section 320.01(2)(b), F.S.
(e) “Running Gear Assembly” means a mobile/manufactured home chassis subsystem consisting of suspension springs, drawbar, axles, bearings, wheels, hubs, tires, and brakes, with their related hardware.

(2)(a) Pursuant to Subpart J of the Manufactured Home Construction and Safety Standards, as developed by the United States Department of Housing and Urban Development, Sections 3280.901-904, an integral part of a mobile home or manufactured home includes a complete running gear assembly.
(b) In order to clarify whether the assembly is included in the sale, no dealer or manufacturer shall sell or deliver a mobile/manufactured home to a retail purchaser without disclosing whether the running gear assembly is included in the transaction. The disclosure must be in written form, such as the following:
The sale of this mobile/manufactured home, ____ (VIN Number), ____ (Year & Make), includes/excludes (strike one) the running gear assembly (suspension springs, axles, bearings, wheels, hubs, tires, brakes).

________________________  ______________________
Dealer/Manufacturer        Purchaser

_________________  __________  Dated
Dated

(c) The absence of a written disclosure or the failure to strike the inapplicable word (include/exclude) will be interpreted as meaning the running gear assembly was to be included in the sale. No oral agreements, whether witnessed or not, will be acceptable.
(d) A copy of the disclosure shall be maintained by the dealer or manufacturer as part of the sale records and will be subject to periodic inspection by the Department.

(3) The failure to maintain a disclosure statement or to comply with the requirements of this rule will result in disciplinary action against the dealer or manufacturer pursuant to Chapter 320, F.S.

Specific Authority 320.011, 320.824(1) FS. Law Implemented 320.823, 320.822(3) FS. History–New 3-19-84, Formerly 15C-2.11, Amended 12-10-92.
APPLICATION FOR A TEMPORARY “SUPPLEMENTAL” LICENSE
FOR AN OFF-PREMISE SALE BY A MOTOR VEHICLE, MOBILE HOME
OR RECREATIONAL VEHICLE DEALER

☐ Motor Vehicles  ☐ Mobile Homes  ☐ Recreational Vehicles
☐ New Vehicles Only ☐ Used Vehicles Only  ☐ New and Used Vehicles

Date: ________________________________

Dealership Business Name: ____________________________________________________________

Dealer License Number: ________________________________

Dealership License Business Address: ____________________________________________________

(Street Address)

_______________________________________

(City/State/Zip Code)

Address of Off-Premise Sale: __________________________________________________________

(Street Address)

_______________________________________

(City/State/Zip Code)

Name of Dealer Representative in charge of the sale: ________________________________________

Cell Phone Number and Area Code: _____________________________________________________

(The Department must be able to reach the dealer representative at this number during the sale.)

THIS APPLICATION IS FOR A TEMPORARY OFF-PREMISE SALE AT THE ABOVE DESCRIBED LOCATION

Beginning on ____________, ___

and Ending on ____________, ___

Typed/Printed Name of Owner/Officer

_______________________________________

Owner/Officer's Signature

_______________________________________

Owner/Officer's Title

HSMV 84200 S (01/11)
Registration of Mobile Home Dealer’s Salesperson(s)

<table>
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<tr>
<th>Adding a Salesperson</th>
<th>Deleting a Salesperson</th>
<th>Change of Residential Address</th>
<th>DMS USE ONLY</th>
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</thead>
<tbody>
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<td>License Number</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Dealer FRVIS Customer Number</td>
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<tr>
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<td>Date Received in the Regional Office</td>
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<td>Date Completed in the Regional Office</td>
</tr>
<tr>
<td></td>
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<td>Salesperson’s FRVIS Customer Number</td>
</tr>
</tbody>
</table>

**Mobile Home Dealer Information:**

Dealer’s Name: ________________________________
Address: ________________________________
City: __________________ State: ___________ Zip Code: ______
Dealer License Number: ________________________________

**Salesperson Information:**

Salesperson’s Name: ________________________________
Date of Birth: __________________ (Include month, day, and year)
Driver License Number: ________________________________
Residence Address: ________________________________ (Post office box may not be used in lieu of physical residence address)
City: __________________ State: ___________ Zip Code: ______
Home Telephone Number: ________________________________
Date of Hire: ________________________________

**Salesperson Information Being Deleted:**

Salesperson’s Name: ________________________________
Driver License Number: ________________________________
Residence Address: ________________________________
City: __________________ State: ___________ Zip Code: ______
Home Telephone Number: ________________________________
Date of Termination/Separation: ____________________________ (Include month, day, and year)

“Under penalty of perjury, I do swear or affirm that all the information contained in this application is true and correct.”

__________________________
Signature of Principal/Officer

Typed Name and Title

Date
NOTICE OF VIOLATION OR NON-COMPLIANCE

FLORIDA LICENSE

DEALER ____________________________  WARNING ______________  DATE ______

ST. OR P.O. __________________________  SEAL/LABEL ______________________

CITY ____________________________  I.D. ____________________________

MFG. ____________________________  YEAR & MAKE ______________________

ST. OR P.O. __________________________  MOBILE HOME __________________________ (Length & Width)

CITY ____________________________  RECREATIONAL VEHICLE __________________________ (Type)

LIST OF VIOLATIONS

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

The undersigned representative for the above named licensee hereby acknowledges that the unit or units described above are not in compliance with Sections 320.822, 320.864, Florida Statutes and/or Federal Mobile Home Construction and Safety Standards and Regulations; and understands that said mobile home or recreational vehicle cannot be sold or offered for sale and that if the appropriate standards code seal or label is affixed to said unit, such seal or label is not valid until unit is brought into compliance. Only an authorized representative of the Division of Motorist Services may release these units and any person removing or selling units described in this report before being released are subject to the penalties as prescribed in Florida Statutes and/or HUD. (If these units have been red tagged, only an authorized representative of the Division of Motorist Services may remove this tag.)

FOR REINSPECTION CONTACT INSPECTOR

AT ____________________________  TELEPHONE ____________________________

INSPECTOR ____________________________  DEALER/MFG. REPRESENTATIVE

HSMV-81087 (Rev. 01/11)
APPLICATION FOR FLORIDA CERTIFICATION OF MOBILE/MANUFACTURED HOME INSTALLATION COMPONENT OR PRODUCT

(Please Type or Print)

Date: __________

Product Manufacturer’s Name: ______________________________________________

Mailing Address: __________________________________________________________

Phone Number (Work): ________________________ Cell: _________________________

Project Engineer’s Name: ________________________ Phone #: __________________

Mailing Address: __________________________________________________________

Name of Product: _________________________________________________________

General Description of Its Use:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(Use additional sheets if necessary)
Name and address of facility where component or product is to be tested:

______________________________________________________________________________

______________________________________________________________________________ State ___ Zip Code ________

Telephone Number of Facility:

Work ___________________________ Cell ________________________________

Please attach a copy of Florida Registration of the Project Engineer:

_________________________________________ Authorized Agent Signature

Send This Application To:

Installer Licensing Program
Manufactured Housing Section
NET PARK, Suite 2228
5701 East Hillsborough Avenue
Tampa, Florida 33610
Telephone: (813) 612-7150

DHSMV USE ONLY

Approved _________ Rejected _________ Date _________

Reason: _______________________________________________________

______________________________________________________________

Program Manager Signature
MANUFACTURED/MOBILE HOME INSTALLER LICENSE APPLICATION

Pursuant to section 320.8249, Florida Statutes, I hereby make application for a license to install new and/or used manufactured/mobile homes.

☐ Original  ☐ Renewal  ☐ Change of Mailing Address

PRINT/TYPEDMS USE ONLY

Name: ___________________________________________ License Year: __________

Last          First           Middle Initial

Mailing Address: ___________________________________________

Business Phone Number

City                                    County                         State                      Zip Code

Physical Address (if different from above): ___________________________________________

Driver License #: ___________________________ Date of Birth: __________________

E-Mail Address: ___________________________

Original Application: $200.00 for Application and License Fees

(If license is denied for any reason, $150 license
fee will be refunded to applicant.)

Renewal Application: $150.00 for License Fee received by October 1.

(After October 1, additional $50.00 late fee charged.)

Change of Address: No Fee

PLEASE ATTACH THE FOLLOWING ITEMS TO ORIGINAL APPLICATION

- Original Performance Bond for Licensing Period ($5,000)
- Original Certificate of Insurance ($100,000 General Liability)
- Copy of your 8-hour Mobile Home Installation Training Course Certificate
- Copy of your Mobile Home Installer Examination Results
- Mobile Home Installation Decal Order Form
- Check or Money Order made payable to DHSMV for License Fees and Decals

I hereby certify by my signature that I have not been convicted or found guilty of, or enter a plea of nolo contendere to, regardless of adjudication, a crime in any jurisdiction which directly relates to the practice of mobile home installation or the ability to practice. That information I have provided in this application is true and correct. I agree to abide by all laws of Florida, including Chapter 320, Florida Statutes and all applicable rules, policies and procedures of the Department of Highway Safety and Motor Vehicles.

I understand that any false information provided on this form and/or any violations of Florida Statute 320.8249 may result in disciplinary penalties imposed by the department. I further understand that I must meet all zoning, permitting and occupational license requirements that may be mandated by city or county ordinances.

_________________________________________  ___________________________
Signature                                          Date

HSMV-81401 (01/11)
MOBILE HOME DEALER/INSTALLER LICENSE APPLICATION

Pursuant to section 320.8249, Florida Statutes, I hereby make application for a license to install new and/or used manufactured/mobile homes.

[ ] Original    [ ] Renewal    [ ] Change of Mailing Address

**PRINT/TYP**

Business Name: ____________________________

Mailing Address: ____________________________  
City               County               State               Zip Code

Physical Address (if different from above): ____________________________

E-Mail Address: ____________________________

Name of Class & Exam Attendant: ____________________________

Attendant Drive License #: ____________________________ Date of Birth: ____________________________

<table>
<thead>
<tr>
<th>DMS USE ONLY</th>
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<tbody>
<tr>
<td>License Number</td>
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<tr>
<td>Bond □</td>
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<tr>
<td>Taken Class □</td>
</tr>
<tr>
<td>Approved/Denied Initials ______</td>
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<tr>
<td>Date Received</td>
</tr>
<tr>
<td>Date Received</td>
</tr>
</tbody>
</table>

**Original Application:** $200.00 for Application and License Fees  
(If license is denied for any reason $150 license fee will be refunded to applicant.)

**Renewal Application:** $150.00 for License Fee received by October 1.  
(After October 1, additional $50.00 late fee charged.)

**Change of Address:** No Fee

I hereby certify by my signature that I have not been convicted or found guilty of, or enter a plea of nolo contendere to, regardless of adjudication, a crime in any jurisdiction which directly relates to the practice of mobile home installation or the ability to practice. That information I have provided in this application is true and correct. I agree to abide by all laws of Florida, including Chapter 320, Florida Statutes and all applicable rules, policies and procedures of the Department of Highway Safety and Motor Vehicles.

I understand that any false information provided on this form and/or any violations of Florida Statute 320.8249 may result in disciplinary penalties imposed by the department. I further understand that I must meet all zoning, permitting and occupational license requirements that may be mandated by city or county ordinances.

__________________________    ____________________________
Signature (Officer of Dealership)    Date

HSMV-81409 (01/11)
KNOW ALL MEN BY THESE PRESENTS:

That we _____________________________ as principal and _____________________________ a surety company qualified to do business in the State of Florida, as a surety are held and firmly bound unto the duty appointed and qualified Director of the Division of Motorist Services of the State of Florida, Department of Highway Safety and Motor Vehicles, and the successors in office of said Director in the penal sum of Five Thousand Dollars, for the payment whereof well and truly to be made, we do hereby jointly and severally bind ourselves, our heirs, legal representatives, successors and assigns, firmly by these presents.

Signed and sealed this ______ day of ________, 20__,

The condition of the above obligation is such that:

WHEREAS, the above named principal has made to the obligee hereunder application for a license, under Section 320.8249, Florida Statutes, to engage in the business of mobile home installation, and

WHEREAS, the above named principal is required as a condition precedent to this appointment as such installer to deliver annually to the obligee hereto a good and sufficient surety bond for the license period conditioned upon proper performance of mobile home installation and weather sealing duties.

WHEREAS, such bond shall be in favor of any person who shall suffer any loss as a result of any violation of the conditions hereinafore contained.

NOW THEREFORE, if the above named principal shall properly perform all mobile home installation and weather sealing duties undertaken, and such installer shall pay or cause to be paid to any person any loss or damages which such person shall sustain as a result of any failure to comply with the conditions set forth herein, then this obligation shall be void, otherwise to remain in full force and effect.

This bond becomes effective as of ________, 20__, in support of a license issued for the term ending ________, 20__, and may be continued by certificate each year in support of any license issued for any subsequent year.

Provided, however, that the aggregate liability of the surety hereunder shall in no event, in any one (1) year, exceed the sum of the bond.

Provided, further, the surety shall have the right to terminate its liability hereunder by serving written notice of its election so to do, by United States registered mail, upon the obligee, and thereupon the surety shall be discharged from any liability hereunder for any default of the principal, after the expiration of thirty (30) days from and after service of such notice.

The premium anniversary date on this bond shall be the first day of October 20__.

SIGNATURE OF MOBILE HOME INSTALLER (PRINCIPAL)

SIGNATURE OF ATTORNEY-IN-FACT (SURETY)

TYPED NAME OF MOBILE HOME INSTALLER

TYPED NAME OF ATTORNEY-IN-FACT (SURETY)

NAME OF SURETY BOND COMPANY

COMPANY NAME OF SURETY AGENT

ADDRESS OF SURETY BOND COMPANY

ADDRESS OF SURETY AGENT

CITY/STATE/ZIP CODE

CITY/STATE/ZIP CODE

TELEPHONE NUMBER

TELEPHONE NUMBER

HSMV 81402 (Rev. 01/11)
EXHIBIT 32

DEPARTMENT OF HIGHWAY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
MANUFACTURED HOUSING SECTION

EXAM REGISTRATION FORM
FOR FLORIDA’S INSTALLATION OF MANUFACTURED HOMES

Applicant Information

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Initial</th>
<th>Drivers License Number</th>
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Street Address (including Apt. number)

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Daytime Phone Number (including area code)</th>
<th>Evening Phone Number (including area code)</th>
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<td></td>
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</tbody>
</table>

EXAM TITLE | FEE
Manufactured Home Set-Up and Tie-down Exam | $ 100.00 |

Payment: Fee may be paid by personal check, certified check, cashier's check or money order.

By signing and submitting this form, I certify that I am the candidate named above and I agree to comply with all examination rules and regulations. I understand failure of the exam will require another $100.00 registration fee to retake the exam.

Note: Cell phones, cameras, video recorders, etc will not be allowed in the examination room. Possession of any such device may disqualify your test and your ability to retake the exam.

Applicant Signature: ____________________________ Date: ____________

for office use only - do not write below this line

Date received ____________________________ Amount Received: ____________________________

Authorized Signature ____________________________

HSMV-81412 (01/11)
EXHIBIT 3

DEPARTMENT OF HIGHWAY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
MANUFACTURED HOUSING SECTION

EXAM SCORE
FOR FLORIDA'S INSTALLATION OF MANUFACTURED HOMES

Candidate Information

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Initial</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Street Address (including Apt. number)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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</tbody>
</table>

Exam Date | Exam Location
-----------|-----------------|

EXAM RESULTS

Circle One
Pass Fail Score by percentage __________

Strength and weakness report

<table>
<thead>
<tr>
<th>Area of study</th>
<th>Number of questions</th>
<th>Number correctly answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSHA Regulations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rules, Regulations, Statutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Placement of Home</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Site Preparation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Footings and Foundations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anchor and Tie-downs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Connections at Marriage Wall</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Connections of Utilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skirting and Ventilation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTE: If you received a failing score, the table above will show you where you need to concentrate your study efforts before retaking the exam.

Certified by Installer Section Supervisor

HSMV 81413  (01/11)
MOBILE HOME INSTALLER LICENSE

Licensee: Joseph M. Smedley
License Number: IH 1025307
Effective Date: 10/01/10
Expiration Date: 09/30/11

The licensee is hereby certified under the provisions of section 320.8249 Florida Statutes to conduct and carry on business as an installer of mobile homes in the state of Florida.

Director, Division of Motorist Services
State of Florida Department of Highway Safety and Motor Vehicles, Division of Motorist Services
### Florida Mobile/Manufactured Home Installation Decal Form

<table>
<thead>
<tr>
<th>License Number: IH / 1025307</th>
<th>Name: Joseph M. Smedley</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order #: 00123</td>
<td>Label #: 00527</td>
</tr>
<tr>
<td>Homeowner:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>City/State/Zip:</td>
<td></td>
</tr>
<tr>
<td>Phone #:</td>
<td></td>
</tr>
<tr>
<td>Date Installed:</td>
<td></td>
</tr>
<tr>
<td>Installed Wind Zone:</td>
<td></td>
</tr>
<tr>
<td>Note:</td>
<td></td>
</tr>
<tr>
<td>Manufacturer:</td>
<td></td>
</tr>
<tr>
<td>Year Model:</td>
<td></td>
</tr>
<tr>
<td>Length &amp; Width:</td>
<td></td>
</tr>
<tr>
<td>Type Longitudinal System:</td>
<td></td>
</tr>
<tr>
<td>Type Lateral Arm System:</td>
<td></td>
</tr>
<tr>
<td>HUD Label #:</td>
<td></td>
</tr>
<tr>
<td>Soil Bearing / PSF:</td>
<td></td>
</tr>
<tr>
<td>Torque Probe / in-lbs:</td>
<td></td>
</tr>
<tr>
<td>Permit #:</td>
<td></td>
</tr>
<tr>
<td>(Check Size of Home)</td>
<td>Single _____</td>
</tr>
<tr>
<td></td>
<td>Double _____</td>
</tr>
<tr>
<td></td>
<td>Triple _____</td>
</tr>
<tr>
<td>New Home ____ Used Home ____</td>
<td></td>
</tr>
<tr>
<td>Data Plate Wind Zone:</td>
<td></td>
</tr>
<tr>
<td>CERTIFIES THAT THE INSTALLATION OF THIS MOBILE HOME IS IN ACCORDANCE WITH FLORIDA STATUTES 320.8249, 320.8325 AND RULES OF THE DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES</td>
<td></td>
</tr>
</tbody>
</table>

**STATE OF FLORIDA INSTALLATION CERTIFICATION LABEL**

<table>
<thead>
<tr>
<th>00527</th>
<th>DATE OF INSTALLATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joseph M. Smedley</td>
<td></td>
</tr>
<tr>
<td>IH 1025307</td>
<td>00123</td>
</tr>
</tbody>
</table>

**INSTRUCTIONS**

PLEASE WRITE DATE OF INSTALLATION AND AFFIX LABEL NEXT TO HUD LABEL. USE PERMANENT INK PEN OR MARKER ONLY. COMPLETE INFORMATION ABOVE AND KEEP ON FILE FOR A MINIMUM OF 2 YEARS. YOU ARE REQUIRED TO PROVIDE COPIES WHEN REQUESTED.

**Color:** Light Green
DATE ___________

MOBILE HOME INSTALLATION DECAL ORDER FORM
TO: DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
2900 APALACHEE PARKWAY, MAIL STOP 66
TALLAHASSEE, FLORIDA 32399-0640

APPLICATION IS HEREBY MADE FOR: Fee of $____________ is Enclosed

____________ # Mobile Home Installation Decals ……………………………………. $10.00
(minimum of five) Please make check payable to DHSMV

NAME ________________________________

ADDRESS ________________________________

CITY/STATE ________________________________

PHONE # ________________________________

INSTALLER LICENSE # (DIH OR IH) ________________________________

DEALER/MANUFACTURER LICENSE # (DH OR MH) ________________________________

I hereby certify that these decals will be applied as required in section 320.8249
Florida Statutes, and understand these decals are non-transferable.

1st SIGNATURE ________________________________
Licensed Mobile Home Dealer, Installer or Manufacturer

2nd SIGNATURE ________________________________
Who Attended the 8-hour Training Class & Passed Exam
(Only required if different from 1st Signature)

DMS USE ONLY

NUMBER ________________________________ THROUGH ________________________________

ASSIGNED BY ________________________________ DATE ________________________________

DO NOT SEPARATE ORIGINAL AND COPY

HSMV-81404 (Rev. 01/11)
Exhibit 37

Florida Counties By HUD Wind Zones

Exposure C:
- Wind Zone II - Wind Up to 100 Miles Per Hour
- Wind Zone III - Wind Up to 110 Miles Per Hour

Exposure D: Within 1,500 Feet of the Coastline Around the State.

Wind Zone III Counties:
- Gulf
- Franklin
- Pinellas
- Manatee
- Sarasota
- Charlotte
- Lee
- Hendry
- Collier
- Martin
- Palm Beach
- Broward
- Dade
- Monroe
# DIVISION OF MOTORIST SERVICES

## COMPLAINT AFFIDAVIT

### FOR OFFICIAL USE ONLY

<table>
<thead>
<tr>
<th>TYPE OF COMPLAINT</th>
<th>Date Opened</th>
<th>Date Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor Vehicle Dealer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile Home Dealer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile Home Manufacturer</td>
<td></td>
<td></td>
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<tr>
<td>RV Dealer/Manufacturer</td>
<td></td>
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<tr>
<td>Odometer Fraud</td>
<td></td>
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<tr>
<td>Other</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Closing Code</th>
<th>Complaint #</th>
<th>Investigator</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### COMPLAINANT INFORMATION

- **Name:**
- **Address:**
- **City/County/State/Zip Code:**
- **Home Telephone Number:**
- **Work Telephone Number:**
- **E-Mail Address:**
- **FAX Number:**
- **Date of Birth:**
- **Driver License Number:**

### DEALERSHIP INFORMATION

- **Dealership Name:**
- **Address:**
- **City/County/State/Zip Code:**
- **E-Mail Address:**
- **FAX Number:**
- **Dealer License Number (if known):**
- **Owner's Name (if known):**
- **Home Telephone Number:**
- **Work Telephone Number:**

### VEHICLE/MOBILE HOME/INSPECTION INFORMATION

- **Make/Model/Year:**
- **Date Purchased:**
- **Vehicle Identification Number:**
- **Tag Number:**

### MOBILE HOME, RECREATIONAL VEHICLE, OR PARK TRAILER INFORMATION

(Complete this section only if a mobile home, recreational vehicle or park trailer is involved in your complaint)

- **Name of Manufacturer:**
- **Manufacturer's Address:**
- **City/County/State/Zip Code:**
- **HUD Label (red/silver metal tag on rear of unit):**
- **Florida Seal Number if unit is a recreational vehicle or park trailer (by HUD Label or front):**

---

Please complete the reverse side of this form.
DESCRIBE THE NATURE OF YOUR COMPLAINT: Please explain your complaint, listing events in the order in which they occurred. It is important to verify that dates listed are accurate. Enclose copies of any documentation you have related to your complaint.

________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________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**Exhibit 39: MHS Form**

**MH/RV COMPLAINT REGISTRATION**

(Please type or print)

<table>
<thead>
<tr>
<th>Filed By:</th>
<th>Date of Purchase:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>Date of Delivery:</td>
</tr>
<tr>
<td>Mailing Address:</td>
<td>MH: ☐ RV: ☐ NEW: ☐ USED ☐</td>
</tr>
<tr>
<td>(If different from above)</td>
<td>(CHECK ONE)</td>
</tr>
<tr>
<td>County of Residence:</td>
<td>Current License Decal #:</td>
</tr>
<tr>
<td>Phone #:</td>
<td>Serial #:</td>
</tr>
<tr>
<td></td>
<td>HUD Label #:</td>
</tr>
<tr>
<td></td>
<td>(Red/Silver metal tag on rear of unit)</td>
</tr>
<tr>
<td>Installer Name:</td>
<td>Has County passed final inspection and/or issued a Certificate of Occupancy? YES / NO</td>
</tr>
<tr>
<td>Installer License #:</td>
<td>(Circle One)</td>
</tr>
<tr>
<td>Date Installed:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### DEALER INFORMATION

<table>
<thead>
<tr>
<th>Name of Dealer</th>
<th>Address of Dealer</th>
<th>City / State / Zip</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### MANUFACTURER INFORMATION

<table>
<thead>
<tr>
<th>Name of Manufacturer</th>
<th>Address of Manufacturer</th>
<th>City / State / Zip</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Have you contacted the Dealer in writing concerning your problems? Yes / No Please Give Dates and Persons Contacted.

Have you contacted the Manufacturer in writing concerning your problems? Yes / No Please give dates and persons contacted.

### NATURE OF COMPLAINT

NOTE: If there are contractual problems, please attach copies of all supporting documents, including purchase agreement, contract, etc.

(Use reverse side of this form if additional space is needed)

If your home is not located in a park, please provide directions to your home from a major highway in your area.

**MAIL TO:** Manufactured Housing Section
5701 E. Hillsborough Avenue
Net Park, Suite 2228
Tampa, Florida 33610

Ph: 813/740-4298 Fax: 813/740-4311

Please allow 2 to 4 weeks processing time, depending on office Workload, for a response to your complaint.

HSMV-81095 (Rev. 01/11)
Directions to the Mobile Home

**Location:** Directions must start from a known specific point so that the compliance examiner may proceed directly to the location of your home.

In the space below, draw a sketch using highway and road numbers, names and other landmarks or point of location indicating exactly how to find this property
Exhibit 40: MHS Complaint Assignments

MOBILE/MANUFACTURED HOME COMPLAINT ASSIGNMENTS

NORTHERN COUNTIES

OCALA NORTH OFFICE

BAY
CALHOUN
ESCAMBIA
FRANKLIN
GADSDEN
GULF
HOLMES
JACKSON
JEFFERSON
LEON
LIBERTY
MADISON
OKALOOSA
SANTA ROSA
WAKULLA
WALTON
WASHINGTON

OCALA OFFICE

ALACHUA
BAKER
BRADFORD
CLAY
COLUMBIA
DIXIE
DUVAL
FLAGLER
GILCHRIST
HAMILTON
LAFAYETTE
LEVY
MARION
NASSAU
PUTNAM
ST. JOHNS
SUWANEE
TAYLOR
UNION

TAMPA OFFICE

BREVARD
BROWARD
CHARLOTTE
CITRUS
COLLIER
DADE
DESOTO
GLADES
HARDEE
HENDRY
HERNANDO
HIGHLANDS
HILLSBOROUGH
INDIAN RIVER
LAKE
LEE
MANATEE
MARTIN
MONROE
OKECHOBEE
ORANGE
OSCEOLA
PALM BEACH
PASCO
PINELLAS
POLK
SARASOTA
SEMINOLE
ST. LUCIE
SUMTER
VOLUSIA
EXHIBIT 4: BMVFO Form

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
Bureau of Motor Vehicle Field Operations

INVESTIGATIVE REPORT

COMPLAINANT INFORMATION

Date Complaint Received: ___________________ Control Number: _____________ Office Region: _________

Complainant: ________________________________________________________________

Address: ______________________________________________________________________

City/State/Zip Code: __________________________

Home Telephone: __________________ Work Telephone: _____________________________

Comments: __________________________________________________________________

DEALER INFORMATION

Licensee/Dealer: _________________________________________________________________

Address: ______________________________________________________________________

City/State/Zip Code: __________________________

Home Telephone: __________________ Work Telephone: _____________________________

INVESTIGATION INFORMATION

Date Received by Investigator: __________________ Date Investigation Completed: _______________

Date of Report: ____________________________________________________________________

Model Year: __________________________ Make of Vehicle: _____________________________

Date of Purchase: _______________________ Vehicle Identification Number: _________________

Violation(s): Cite correct statute with a brief description: ________________________________

______________________________________________________________________________

______________________________________________________________________________

84900 (Rev. 01/11) S

Page 1
Details of Investigation: 

Name and Title of Employee Investigating Complaint: ________________________________

Hours Required for Investigation: ________________________________

Was Bonding Information Given to Complainant?  □ Yes  or  □ No

Compliance Examiner/Officer's Signature: ________________________________

Investigation Date: ________________________________

Date Approved by Regional Administrator: ________________________________

Distribution: ___________________________________________________________
<table>
<thead>
<tr>
<th>MANUFACTURER</th>
<th>COMPLAINANT</th>
</tr>
</thead>
<tbody>
<tr>
<td>ST. OR P. O.</td>
<td>ST. OR P. O.</td>
</tr>
<tr>
<td>CITY/STATE/ZIP</td>
<td>CITY/STATE/ZIP</td>
</tr>
<tr>
<td>PHONE #</td>
<td>PHONE #</td>
</tr>
<tr>
<td>LICENSE #</td>
<td>YEAR</td>
</tr>
<tr>
<td>DATE PURCHASED</td>
<td>I.D. NUMBER</td>
</tr>
<tr>
<td>MAKE</td>
<td>SEAL/LABEL #</td>
</tr>
<tr>
<td>DATE OF MFG.</td>
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<tr>
<td>LICENSE #</td>
<td>INSTALLER LABEL #</td>
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<table>
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<tr>
<th>COMPUTER CODES</th>
<th>MANUFACTURER VIOLATIONS</th>
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</thead>
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MILES __________________________ INVESTIGATED BY: ________________
HOURS __________________________ INVESTIGATION DATE: ____________

HSMV-81030 (Rev. 2/99)
STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES

APPLICATION AND CLAIM
TO RECOVER COMPENSATION FROM THE MOBILE HOME AND
RECREATIONAL VEHICLE TRUST FUND

INSTRUCTIONS: Type or legibly print all information, except signatures. In order to process this application, all questions, including the sworn statement, must be properly completed. Please complete the appropriate form for either Unsatisfied Judgment or Bankruptcy. All documents supporting the claim must be submitted with the application in order to properly access the claim for approval or disapproval. The completed application and supporting documents are to be forwarded to:

Claims Administrator
Division of Motorist Services
2900 Apalachee Parkway, MS-61
Tallahassee, Florida 32399

Pursuant to section 320.781, Florida Statutes, I hereby make application and submit the required documentation, under oath, for compensation of an unsatisfied judgment or unsatisfied claim against a mobile home or recreational vehicle dealer or broker and/or surety. The maximum claim that can be paid under the trust fund is $25,000.

Name of Claimant

Residence address

City, State and Zip Code

Home telephone number

Business telephone number

Social Security number of Claimant

Date signed

Signature of Claimant

HSMV-84019 (Rev. 01/11)
DESCRIPTION OF UNIT

Note: If the transaction resulting in this claim arose out of a consignment sale rather than a purchase, use the date of the consignment transaction.

Date of purchase/consignment  Unit/Vehicle Identification Number (VIN)

Make of unit  Model/Year of unit

Color of unit

DEALER/BROKER INFORMATION

Dealer/Broker Name  License Number

Address of Dealer/Broker

City, State and Zip Code

SURETY COMPANY INFORMATION

Note: Be sure that the named surety bond was the correct bond in effect at the time of the transaction, which is the subject of this claim.

Name of Surety Company  Surety Number

Address of Dealer/Broker

City, State and Zip Code
**UNSATISFIED JUDGMENT**

If your application for claim is based on an unsatisfied final judgment against a mobile home or recreational vehicle dealer or broker or its surety jointly and severally, or against the mobile home dealer or broker only, where the court found that the surety was not liable due to prior payment of valid claims against the bond in an amount equal to, or greater than, the face amount of the applicable bond; or, if your claim is based on an unsatisfied judgment against the surety of the mobile home or recreational vehicle dealer or broker, the following documentation must accompany this application.

1. A copy of the judgment. Does the judgment contain?:
   a. a list of damages,
   b. a determination of the liability of the surety company,
   c. costs,
   d. attorney fees.

2. Evidence that Judgment or Lien has been recorded with the clerk's office.

3. A copy of the purchase agreement or consignment agreement for the vehicle.

4. Documentation that substantiates the judgment against the dealer/broker is unsatisfied.

5. Documentation of the amount or value of recovery made thus far against the liable party.

6. An attestment to the amount that may be realized from the sale or assets of the liable party.

7. Certificate, statement, or document that claimant has made a good faith effort to collect from the judgment. (Attach additional sheet if necessary)

8. An assignment by claimant or rights, title or interest in the unsatisfied judgment and judgment lien to the Department of Highway Safety and Motor Vehicles. **Assignment of Judgment**, HSMV 84027, has been executed and is attached.

**Note:** Claims containing incomplete documentation cannot be processed until the required documentation has been submitted. Please include any additional information that may be of assistance to this office in successfully processing your claim.
BANKRUPTCY

If your application for claim is based on a lawsuit which has been stayed or discharged as a result of the filing for reorganization or discharge of bankruptcy by the dealer or broker, and judgment against the surety is not possible because of the bankruptcy or liquidation of the surety, or because the surety has been found by the court not to be liable due to the prior payment of valid claims against the bond in an amount equal to, or greater than, the face amount of the applicable bond, the following information must be completed and the requested documentation must accompany this application.

Indicate type of Bankruptcy: _____ Liquidation _____ Rehabilitation (Reorganization)

1. Assignment of Claim/Suit, HSMV 84026 has been executed and attached.

2. Copy of the lawsuit filed by claimant against the dealer and/or surety company along with a copy of all pleadings in the case.

3. Copy of the order of the bankruptcy court staying or discharging the proceeding.

4. Documentation that the surety company is not liable and the reason.

5. True copies of all sales documents, purchase agreements, notices, service repair orders and any other documentation pertaining to the case.

6. Actual monetary amount needed to reimburse or compensate the claimant, supported by documentation.

7. Allegations setting forth the facts of the complaint.

(Aattach additional sheets, if necessary)

Note: Claims containing incomplete documentation cannot be processed until the required documentation has been submitted. Please include any additional information that may be of assistance to this office in successfully processing your claim.
STATEMENT UNDER OATH

I hereby swear or affirm that the information and documentation submitted as part of this application are true and correct and are provided as requested without reservation.

Date Signed __________________________ Signature __________________________

Printed or Typed Name of Claimant __________________________

Sworn to or affirmed and subscribed before me this _____ day of ____________, ______

_____________________________ My Commission Expires: _______________
NOTARY PUBLIC
State of Florida at Large

Personally Known ______________ Produced Identification ________________
ASSIGNMENT OF JUDGMENT

For value received as required by section 320.781(7), Florida Statutes, I ____________, of ____________, Florida assign and transfer to the State of Florida, Department of Highway Safety and Motor Vehicles, Mobile Home and Recreational Vehicle Protection Trust Fund, located at 2900 Apalachee Parkway, MS-60, Tallahassee, Florida 32399-0600, as assignee, that judgment recovered by me in my suit on ______________________, against ______________________ ______________________, in the case entitled ______________________ v. ______________________ in the ________________ Court of ______________________, State of Florida, for the sum of ______________________ Dollars ($_______) with interest at the rate of _________ percent (%) from ____________ and costs in the sum of ______________________ Dollars ($______). A transcript of the judgment is attached to this assignment.

This assignment is without recourse, and I do not guarantee recovery of the judgment hereby assigned. However, I do agree that I will not release or discharge this judgment, and that in the event any payment under this judgment is made to me, I will promptly transmit such payment to assignee.

I appoint assignee my attorney in fact with power to demand and receive satisfaction of the judgment, and, in my name, but at assignee's expense, to take all lawful means for recovery of the sum due, and on payment to acknowledge satisfaction or discharge the judgment.

Dated ______________________

______________________________
Signature

Sworn to or affirmed and subscribed
Before me this _____ day
of ____________, ____________

______________________________
NOTARY PUBLIC
State of Florida at Large

Personally Known ____________
Produced Identification ____________

HSMV-81027 (Rev. 02/10)
ASSIGNMENT OF CLAIM/SUIT

For value received as required by section 320.781(7), Florida Statutes, I ____________ ________________ ________________, of ________________, Florida, assign and transfer to the State of Florida, Department of Highway Safety and Motor Vehicles, Mobile Home and Recreational Vehicle Protection Trust Fund, located at 2900 Apalachee Parkway, MS-60, Tallahassee, Florida 32399-0600, as assignee, that claim initiated by me in my suit on ___________________________, against ___________________________, in the case entitled ___________________________ v. ___________________________ in the ___________________________ Federal Bankruptcy Court of _________________, District of Florida, for the sum of ___________________________ Dollars ($______________). A copy of my claim is attached to this assignment.

This assignment is without recourse, and I do not guarantee recovery of this claim hereby assigned. However, I do agree that I will not release or discharge this claim, and that in the event any payment is made to me in response to this suit or claim, I will promptly transmit such payment to assignee.

I appoint my attorney in fact with power to demand and receive satisfaction of the claim, and, in my name, but at assignee's expense, to take all lawful means for recovery of the sum due, and on payment to acknowledge satisfaction or discharge the claim or suit.

Dated __________________________

______________________________
Signature

Sworn to or affirmed and subscribed before me this _____ day of _____________, ____________

______________________________ My Commission Expires _______________
NOTARY PUBLIC
State of Florida at Large
Personally Known ________________ Produced Identification _____________

HSMV-84026 (Rev. 02/10)
HANDLING AND INSTALLATION OF MANUFACTURED HOUSING

H. Wayne Jordan, Program Manager
Manufactured Housing Section – Installer Program
Bureau of Motor Vehicle Field Operations
NET PARK, Suite 2228
5701 East Hillsborough Avenue
Tampa, Florida 33610
Office Phone: (813) 612-7150
Cell Phone: (813) 215-3966
Fax: (813) 740-4311
E-Mail: Jordan.Wayne@hsmv.state.fl.us

Leonard L. Bell, Community Assistance Consultant
Manufactured Housing Section – Installer Program
Bureau of Motor Vehicle Field Operations
Office Phone: (850) 617-2873
Cell Phone: (850) 294-1686
Fax: (850) 488-7053
E-Mail: LeonardBell@hsmv.state.fl.gov

Richard Longbrake, Community Assistance Consultant
Manufactured Housing Section – Installer Program
Bureau of Motor Vehicle Field Operations
Cell Phone: (863) 393-8786
E-Mail: RickLongbreak@flhsmv.gov
Counties for which responsible: Charlotte, Citrus, Collier, Dade, Desoto, Glades, Hardee, Hendry, Hernando, Highlands, Hillsborough, Lee, Levy, Manatee, Monroe, Pasco, Pinellas, Polk, Sarasota, and Sumter

John O. Priester, Community Assistance Consultant
Manufactured Housing Section – Installer Program
Bureau of Motor Vehicle Field Operations
Cell Phone: (407) 488-0243
E-Mail: JohnPriester@flhsmv.gov
Counties for which responsible: Alachua, Bradford, Brevard, Broward, Clay, Duval, Flagler, Indian River, Lake, Marion, Martin, Nassau, Okeechobee, Orange, Osceola, Palm Beach, Putnam, Seminole, St. Johns, St. Lucie, and Volusia
# Investigative Report

**Date of Investigation:** [blank]  
**County:** [blank]

**Name of those in attendance:** [blank]

**Installer:** [blank]  
**Ph:** [blank]  
**Home Owner:** [blank]  
**Ph:** [blank]

---

**License Number:** [blank]  
**Mobile Home Description**

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<th>MFG:</th>
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<tr>
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<td>Date of manufacture or year model</td>
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<tr>
<td>Shearwall anchors</td>
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<tr>
<td>Installer called for inspections</td>
<td>CL pad size actual</td>
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</tbody>
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**List the widths of center line opening:** [blank]

**Describe why this investigation took place:** [blank]

**Notes:** [blank]

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**Violations:**

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**HSMV-81411 (Rev. 02/09)**
EXAMPLE ADMINISTRATIVE COMPLAINT

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES

DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES, DIVISION
OF MOTORIST SERVICES,

Petitioner, 

Case No.: DMS 06-XXXX
License No.: DH-XXXXXXXX

v.

XXXXXXXX XXXXXXXX., INC., D/B/A
XXXXXXXXXXXX MOBILE HOME SALES,

Respondent.

__________________________________________/

ADMINISTRATIVE COMPLAINT

Petitioner, the Department of Highway Safety and Motor Vehicles, Division of Motorist Services, files this Administrative Complaint against XXXXXXX XXXXXXXX, Inc. d/b/a XXXXXXXXXXX Mobile Home Sales, Respondent, and alleges:

1. Petitioner is the state agency charged with regulating the business of buying, selling, or dealing in mobile homes or offering or displaying mobile homes for sale, pursuant to section 20.24 and chapter 320, Florida Statutes.

2. Respondent is, and has been at all times material hereto, a licensed mobile home dealer in the State of Florida, having been issued license number DH-XXXXXXXX, based upon the application identifying Xxxxxxx X. Xxxxxxx, Jr., as President. The address of record is XXX XXXXXXXX Lane, Lake City, Florida 32024.
COUNT ONE

3. Petitioner realleges and incorporates as if fully stated herein the allegations contained in the paragraphs above.

4. Section 319.23(6), Florida Statutes provides that in the case of the sale of a mobile home by a licensed dealer to a general purchaser, the dealer, upon application signed by the purchaser, shall file the application for certificate of title within 30 days from the delivery of the mobile home to the purchaser.


6. Xxxxxx X. Xxxxxx signed the Bill of Sale and Respondent delivered the 2005 CHNC HS mobile home, VIN JACFL2517A/B, to Mr. Xxxxxx on or about November 5, 2005.

7. Respondent failed to file the application for certificate of title by December 5, 2005, or within 30 days of November 5, 2005.

8. Respondent did not file for certificate of title for the 2005 Jacobsen mobile home, VIN JACFL2517A/B, until March 31, 2006, which was 156 days from the date of delivery of the mobile home.

9. Based on the foregoing, Respondent violated section 320.27(9)(b)6, Florida Statutes, through a violation of section 319.23(6), Florida Statutes, by failing to timely file an application for certificate of title to a mobile home.

COUNT TWO

10. Petitioner realleges and incorporates as if fully stated herein the allegations contained in paragraphs one and two, above.
11. Section 320.27(9)(b)5, Florida Statues, states that the Department may deny suspend, or revoke any license issued for failure of any motor vehicle or mobile home dealer to comply with the terms of any bona fide written, executed agreement, pursuant to the sale of a motor vehicle or mobile home.

12. In or around February 2005, Xxxxxx and Xxxxxx Xxxxxxxx contracted with Respondent to purchase 2005 CHNC mobile home, VIN JACFL26756A/B. The contract indicated that metal studs were to be installed.

13. The mobile home was delivered in or around March 2006, and the metal studs were not installed.

14. As of the signing of this Administrative Complaint the metal studs have not been installed.

15. Based on the foregoing, Respondent violated section 320.27(9)(b)5, Florida Statutes, by failing to comply with the terms of any bona fide written, executed agreement, pursuant to the sale of a motor vehicle or mobile home.

**COUNT THREE**

16. Petitioner realleges and incorporates as if fully stated herein the allegations contained in paragraphs one and two, above.

17. Section 320.27(9)(b)5, Florida Statues, states that the Department may deny suspend, or revoke any license issued for failure of any motor vehicle or mobile home dealer to comply with the terms of any bona fide written, executed agreement, pursuant to the sale of a motor vehicle or mobile home.

18. On or about May 15, 2006, Xxxxxxx Xxxxxxx and Xxxxx X. Xxxxxxxx contracted with Respondent to purchase a 2006 CHNC mobile home, Serial Number 27678. The contract indicated that two fans would be installed on the porch.
19. The mobile home was delivered on or about June 16, 2006, and the fans were not installed.

20. As of the signing of this Administrative Complaint the fans have not been installed.

21. Based on the foregoing, Respondent violated section 320.27(9)(b)5, Florida Statutes, by failing to comply with the terms of any bona fide written, executed agreement, pursuant to the sale of a motor vehicle or mobile home.

**COUNT FOUR**

22. Petitioner realleges and incorporates as if fully stated herein the allegations contained in paragraphs one and two, above.

23. Section 319.23(6), Florida Statutes provides that in the case of the sale of a mobile home by a licensed dealer to a general purchaser, the dealer, upon application signed by the purchaser, shall file the application for certificate of title within 30 days from the delivery of the vehicle to the purchaser.

24. On or about May 15, 2006, Xxxxxxx Xxxxxx and Xxxxxx X. Xxxxxxxx purchased a 2006 CHNC mobile home, Serial Number 27678, from Respondent.

25. Xxxxxx X. Xxxxxxxx signed the contract and Respondent delivered the 2006 CHNC mobile home, Serial Number 27678, to Ms. Xxxxxxxx and Ms. Xxxxxx on or about June 16, 2006.

26. Respondent failed to file the application for certificate of title by July 16, 2006, or within 30 days of June 16, 2006.

27. As of the signing of this Administrative Complaint Respondent has not filed for certificate of title for the 2006 CHNC mobile home, Serial Number 27678.
28. Based on the foregoing, Respondent violated section 320.27(9)(b)6, Florida Statutes, through a violation of section 319.23(6), Florida Statutes, by failing to timely file an application for certificate of title to a mobile home.

EXPLANATION OF RIGHTS

You have the right to request a hearing to be conducted in accordance with sections 120.569 and 120.57, Florida Statutes, to be represented by counsel or other qualified representative, to present evidence and argument, to call and cross-examine witnesses, and to have subpoena(s) and subpoena(s) duces tecum issued on your behalf if a hearing is requested.

In response to the allegations set forth above, you must make one of the following elections and file your response within twenty-one (21) days from the date of your receipt of this Administrative Complaint. Please make your election on the enclosed Election of Rights form and ensure the Department receives it within 21 days.

1. If you admit the material fact(s) alleged in this Administrative Complaint, you may request a hearing, pursuant to section 120.57(2), Florida Statutes, before the Division of Motor Vehicles Hearing Officer. At this hearing, you would be given an opportunity to challenge the conclusions of law and/or present either written and/or oral evidence in mitigation of any proposed penalty. A request for this type of hearing, in which no material facts are in dispute, should be directed to the Department by checking the appropriate space, marked as “1” on the Election of Rights form and ensuring the Department receives it within 21 days from the date of your receipt of this Administrative Complaint.

2. If you dispute any material fact alleged in this Administrative Complaint, you must present sufficient evidence of your dispute and you may request a hearing, pursuant to section 120.57(1), Florida Statutes, at the Division of Administrative Hearings before an Administrative Law Judge. A request for this type of evidentiary hearing, in which material facts are in dispute, should be directed to the Department by checking the appropriate space, marked as “2” on the Election of Rights form, specifying the material allegations of fact you are disputing and ensuring the Department receives it within 21 days from the date of your receipt of this Administrative Complaint. If you elect an evidentiary hearing, you must keep the Department informed of your current mailing address; failure to do so may be considered a waiver of your right to an evidentiary hearing.

In the event you fail to file your election in this matter with the Department within 21 days from your receipt of this Administrative Complaint, your failure may be considered a waiver of your right to dispute the alleged facts and the Department may proceed to enter a Final Order.
Pursuant to section 120.573, Florida Statutes, mediation is not available for this proceeding.

WHEREFORE, the Department hereby gives notice of its intent to enter an Order imposing one or more of the following penalties: revocation or suspension of Respondent's license, imposition of an administrative fine, and/or any other relief deemed appropriate.

Sandra C. Lambert, Director
Division of Motorist Services
Department of Highway Safety and Motor Vehicles
Neil Kirkman Building, Room B439, MS 60
Tallahassee, Florida 32399-0600

Filed in the official records of the Division of Motorist Services this 9th day of November, 2006.

CAF:gmw
Copies furnished:
Michael Matz
Regional Administrator
Dealer Licensing

By certified mail to:

Xxxxxx X. Xxxxxxx, Jr., President
Xxxxxxxx Mobile Home Sales
XXX Xxxxxxxx Lane
Lake City, Florida 32024
This matter is before the department upon the Administrative Complaint, issued by the Division of Motorist Services on September 10, 2003, in which the department alleged Respondent violated sections 319.23(6), 320.27(9)(b)5 and 320.27(9)6, Florida Statutes by failure to obtain title on behalf of customer within 30 days of delivering the mobile home and failure to comply with the terms of any bona fide written executed agreement.

Accordingly it is found and ordered as follows:

1. That the Administrative Complaint was hand-delivered on or about September 13, 2003. A true and correct copy of the Administrative Complaint is attached as Exhibit "A".

2. Respondent accepted the department's offer to settle the case on or about September 30, 2003, and paid a $250.00 administrative fine. A true and correct copy of the Settlement Stipulation is attached as Exhibit "B."
3. The Settlement Stipulation is adopted herein and Respondent shall abide by all of its terms.

4. The case is hereby CLOSED.

DONE AND ORDERED this __12th__ day of October 2003, at Tallahassee, Leon County, Florida.

Sandra C. Lambert, Director
Division of Motorist Services
Department of Highway Safety and Motor Vehicles
Neil Kirkman Building, Room B439, MS60
Tallahassee, Florida 32399-0600

Filed in the official records of the Division of Motorist Services this __12th__ day of October 2003.

NOTICE OF APPEAL RIGHTS

Judicial review of this order may be had pursuant to section 120.68, Florida Statutes, in the District Court of Appeal for the First District, State of Florida, or in any other district court of appeal of this state in an appellate district where a party resides. In order to initiate such review, one copy of the notice of appeal must be filed with the Department and the other copy of the notice of appeal, together with the filing fee, must be filed with the court within thirty days of the filing date of this order as set out above, pursuant to Rule 9.110, Rules of Appellate Procedure.

CAF:gmw

Copies furnished:

H. Wayne Jordan, Program Manager
Mobile/Manufactured Home Installer Program

FALR
Post Office Box 385
Gainesville, Florida 32602

Xxxxxxx X. Xxxxxxxx
XXXX Xxxxxx Lane
Dade City, Florida 33525
SETTLEMENT STIPULATION

Xxxxx X. Xxxxxx, hereinafter referred to as "Respondent," and the Department of Highway Safety and Motor Vehicles, Division of Motorist Services, hereinafter referred to as "Department," hereby stipulate and agree to the following joint Settlement Stipulation and Final Order of the Department incorporating this Settlement Stipulation and Agreement in the above-styled manner.

STIPULATED FACTS

1. For all times pertinent hereto, Respondent was licensed as a mobile home dealer in the State of Florida, having been issued license number DH-XXXXXXXX.X

2. Respondent was charged by an Administrative Complaint filed by the Department and properly served upon Respondent with violations of sections 320.23(6), 320.27(9)5 and 320.27(9)6, Florida Statutes and the rules enacted pursuant thereto. A true and correct copy of the Administrative Complaint is attached as Exhibit A.
3. Respondent neither admits nor denies the allegations of fact contained in the Administrative Complaint.

**STIPULATED CONCLUSIONS OF LAW**

1. Respondent, in his capacity as a licensed mobile home dealer, admits that in such capacity he is subject to the provisions of section 320.77, Florida Statutes, the rules enacted pursuant thereto, and the jurisdiction of the Department.

2. Respondent admits that the facts set forth in the Administrative Complaint filed in this matter, if proven, constitute violations of section 320.77, Florida Statutes, as alleged in the Administrative Complaint.

**STIPULATED DISPOSITION**

1. Respondent shall not in the future violate section 320.77, Florida Statutes, and the rules promulgated pursuant thereto.

2. Respondent shall pay an administrative fine of two hundred and fifty dollars ($250.00)

3. It is expressly understood that a violation of the terms of this Settlement Stipulation shall be considered a violation of section 320.77, Florida Statutes, for which disciplinary action may be taken.

4. It is expressly understood that this Settlement Stipulation has no force and effect until the Department enters a Final Order adopting same.

5. Respondent and the Department fully understand that this Settlement Stipulation, and the subsequent Final Order incorporating same, will not in any way preclude additional proceedings by the Department against Respondent for acts or omissions not specifically detailed in the Administrative Complaint filed in this matter.

6. Respondent and the Department expressly waive all further procedural steps and
Respondent expressly waives all rights to seek judicial review of or otherwise challenge or contest the validity of this Settlement Stipulation and the Final Order of the Department.

7. Respondent waives the right to seek any attorney’s fees or costs from the Department in connection with this disciplinary proceeding.

SIGNED this 5th day of September, 2003.

__________________________________
Xxxxxx X. Xxxxxxxx
Respondent