

AGENDA

MANUFACTURED HOUSING BOARD

Thursday, September 26, 2024 - 10:00am

Virginia Housing Center
4224 Cox Road Glen Allen, Virginia 23060

- I. Roll Call
- II. Welcome New Board Member
- III. Approval of August 15, 2024 Minutes
- IV. Public Comment
- V. New Business
 - a. Linda Sharp Case No. D-2023-01
- VI. Old Business
 - a. Future Regulations for Discussion:
 - i. Elimination of the salesperson license (Article 4)
 - ii. Termination of employment (13VAC6-20-150)
 - iii. Felony (13VAC6-20-170 B5)
 - iv. Inspection prior to sale (13VAC6-20-80 A&B)
 - v. Transaction Recovery Fund Cost/Fees - possible reduction (Part VII)
- VII. Committee Reports
- VIII. Construction Regulation Administrator's Report (Brian Hilderbrand)
 - a. Update on Executive Order 19: Regulatory Reduction
- IX. Secretary's Report
 - a. Staff proposed next meeting date - November 6, 2024
 - b. Staff proposed location - Virginia Housing Center (VHC)
- X. Adjournment

VIRGINIA MANUFACTURED HOUSING BOARD

Carey L. Allen
(Public Representative)

Stephan Geiser
(Manufactured Home Dealer Representative)

Keith W. Hicks
(Public Representative)

Daniel J. McCormick
(Public Representative)

Mark Pressley
(Public Representative)

James W. Roncaglione
(Director's Designee)

Robbie B. Rutherford
(Manufactured Home Dealer Representative)

Michael J. Sandkuhler, Vice-Chair
(Manufacturer Representative)

Jamey Young
(Manufacturer Representative)

August 15, 2024
Meeting Minutes

VIRGINIA MANUFACTURED HOUSING BOARD
MEETING MINUTES
August 15, 2024
Virginia Housing Center
4224 Cox Road, Glen Allen, Virginia 23260

Members Present

Mr. Michael Sandkuhler, Vice-Chair
Ms. Carey L. Allen
Mr. Daniel J. McCormick
Mr. Mark Pressley
Mr. James W. Roncaglione
Mr. Robbie B. Rutherford

Members Absent

Mr. Stephen Geiser
Mr. Keith W. Hicks
Mr. Jamey Young

Call to Order

The meeting of the Manufactured Housing Board (“Board”) was called to order at approximately 10:00 a.m. by Secretary Travis Luter.

Roll Call

The roll was called by Secretary Travis Luter and a quorum was present. Mr. Justin I. Bell, legal counsel for the Board from the Attorney General’s Office, was also present.

Election of Officers

Secretary Luter advised the board members that the terms of the officers of the Board had expired and election of officers was needed prior to moving forward with the meeting. Secretary Luter then called for nominations for Chair. Mr. Rutherford nominated Mr. Sandkuhler. The nomination was seconded by Ms. Allen. Secretary Luter called for nominations for Chair twice more. After hearing no further nominations, Secretary Luter closed the nominations for Chair. A vote was taken and Mr. Sandkuhler was unanimously elected as Chair.

Chair Sandkuhler called for nominations for Vice-Chair. Mr. McCormick nominated Ms. Allen for Vice-Chair. The nomination was seconded by Mr. Pressley. Chairman Sandkuhler called for nominations for Vice-Chair twice more; hearing none, he closed the nominations. A vote was taken and Ms. Allen was unanimously elected as Vice-Chair.

Chair Sandkuhler called for nominations for Secretary. Mr. Rutherford nominated Mr. Luter for Secretary. The nomination was seconded by Ms. Allen. Chairman Sandkuhler called for nominations for Secretary twice more; hearing none, he closed the nominations. A vote was taken and Mr. Luter was unanimously elected as Secretary.

Virginia Manufactured Housing Board
August 15, 2024 Minutes - Page 2

38	Approval of Minutes	The draft minutes of the February 14, 2024 meeting in the Board
39		members' agenda package were considered. Ms. Allen moved to
40		approve the minutes as presented. The motion was seconded by Mr.
41		Roncaglione and passed unanimously.
42		
43	Public Comment	Chair Sandkuhler opened the meeting for public comment. Mr. Luter
44		advised that Randy Grumbine signed up to speak. Mr. Randy
45		Grumbine provided an industry update.
46		
47	New Business	<u>NOIRA Comments:</u>
48		
49		The NOIRA comments were presented to the Board for review. No
50		action was required.
51		
52		<u>Draft Regulations for Executive Order 19:</u>
53		
54		Mr. Hilderbrand presented draft regulations in compliance with
55		Executive Order 19 to the Board. After discussion, Ms. Allen made a
56		motion to approve the draft regulations in accordance with Executive
57		Order 19 as presented. The motion was seconded by Mr. McCormick
58		and passed unanimously.
59		
60		<u>Manufactured Housing Online Renewal Portal – Pay by check option:</u>
61		
62		Mr. Hilderbrand presented issues, complications, and impact to users
63		of the pay by check option on the manufactured housing online renewal
64		portal to the Board. After a brief discussion, Mr. Rutherford made a
65		motion to removal the pay by check option from the manufactured
66		housing online renewal portal. The motion was seconded by Ms. Allen
67		and passed unanimously.
68		
69		<u>Future Regulations for Discussion:</u>
70		
71		During the regulation reduction discussion for Executive Order 19,
72		several regulations were discussed and the Board directed the Secretary
73		to create a list for future discussions. See that list below.
74		
75		1. Elimination of the salesperson license (Article 4)
76		2. Termination of employment (13VAC6-20-150)
77		3. Felony (13VAC6-20-170 B5)
78		4. Inspection prior to sale (13VAC6-20-80 A&B)
79		5. Transaction Recovery Fund Cost/Fees – possible reduction
80		(Part VII)
81		
82	Old Business	None
83		
84	Committee Reports	None

Virginia Manufactured Housing Board
August 15, 2024 Minutes - Page 3

85
86
87 Construction Regulation Administrator's Report Brian Hilderbrand, Construction Regulation Administrator, provided
88 an update on the cases being processed by SBCO department staff. He
89 also provided an update on the Off-Site Construction training being
90 provided throughout the Commonwealth.
91
92 Secretary's Report Mr. Luter pointed the Board members to the copy of Manufactured
93 Housing Board Policies #2 presented in the Board members' agenda
94 package. After a brief discussion, Mr. Rutherford moved to re-adopt
95 Policy #2 as written in compliance with §2.2-3708.3. The motion was
96 seconded by Ms. Allen and passed unanimously.
97
98 Mr. Luter provided the Board a revenue and current balance report for
99 the Transaction Recovery Fund ending June 30, 2024.
100
101 Mr. Luter provided the Board a 2024 Debtor's Balance Report for the
102 Transaction Recovery Fund provided by the AG's Office ending June
103 30, 2024.
104
105 Mr. Luter informed the Board of the current caseload and that the next
106 meeting was scheduled for September 26, 2024.
107
108 Adjournment There being no further business, the meeting was adjourned by proper
109 motion at approximately 1:00 pm.
110
111
112
113
114
115
116 _____
117 Chair, Virginia Manufactured Housing Board
118
119
120
121 _____
Secretary, Virginia Manufactured Housing Board

Linda Sharp
Case No. D-2023-01

DESIGN ROOF LOADS

☒ SOUTH 20 PSF

☐ MIDDLE 30 PSF

☐ NORTH 40 PSF

☐ OTHER 1st

NOTE
Mainland, Puerto Rico and Virgin Islands are South Zone

STRUCTURAL ROOF DESIGN MAP

To determine the required quantity of equipment to meet a given efficiency and maximally increasing load part utilization is required. The existing need is to optimize the construction, location and the structure of the form (bearing capacity) and to efficiently provide the greatest benefit over the highly mobile equipment for the same. Taking as a basis, the existing equipment, the authors have developed a method for determining the required quantity of equipment, taking into account the time the location and complexity are involved.

U₀ Value Zone Map for Manufactured Housing

The manufacturer certifies this home is compliant with the Title VI, Toxic Substances Control Act.

AS EVIDENCED BY THIS LABEL NO.

PFS1297126

THE MANUFACTURER CERTIFIES TO THE BEST OF THE
MANUFACTURER'S KNOWLEDGE AND BELIEF THAT THIS
MANUFACTURED HOME HAS BEEN INSPECTED IN ACCORD-
ANCE WITH THE REQUIREMENTS OF THE DEPARTMENT OF
HOUSING AND URBAN DEVELOPMENT AND IS CONSTRUCTED
IN CONFORMANCE WITH THE FEDERAL MANUFACTURED
HOME CONSTRUCTION AND SAFETY STANDARDS IN EFFECT
ON THE DATE OF MANUFACTURE. SEE DATA PLATE.

Staff Summary

08/21/2024

Champion Home Builders
Lillington, NC

PB&J Transportation
Abingdon, VA

TO: Board of Manufactured Housing

SUBJECT: Case MH D-2023-01 Sharp

On June 6, 2023, the State Building Code Office (SBCO) received a consumer complaint document from Linda Sharp (the homeowner). In the subsequent two weeks SBCO staff contacted all parties to discuss their views of the case. The Manufacturer (Champion Home Builders) refused to cover the cost of the repair in full and offered to split the cost of the roof repair with the installer (PB&J). The Installer stated that the home arrived from the factory with excessive shipping material stapling which damaged the home and that because they had notified the retailer of the issues with the roof from its packaging at the factory, they would not take responsibility for the damage. Both parties acknowledged the roof was damaged in some capacity because of the shipping materials. The homeowner alleged that both the installer and the manufacturer shared blame. The homeowner replaced the entire roof covering and is seeking reimbursement.

On June 26, 2023, the SBCO had an Informal Fact Finding (IFF) teleconference with Champion, PBJ and Sharp. All parties submitted documents to support their position prior to the IFF conference. SBCO staff reviewed the documents prior to the IFF to establish the line of questioning and our basis for a potential determination. The historical timeline according to the IFF and document submittals is as follows:

- April 7, 2022 home purchased by Linda Sharp from Champion Lillington
- April 17, 2022 home installed at Dragon Rd.
- April 24, 2022 – April 4, 2023 service personnel from Champion went to the home at least 5 times to make cosmetic adjustments, realign doors and windows, and fix leaks in the roof. See files “sharpe – sharpe5”. The file “sharpe4” indicates service personnel were told to leave the roof in a damaged state as early as July 27, 2022
- August 24, 2022 service personnel from Champion acknowledged leaking in the dormer and made repairs to only that section of the roof.
- March 28, 2023 service personnel from Champion noted additional leaking damage in the roof and notated it was “nothing the factory had done. Looks ok!” and a comment was made on that item stating additionally “NOTHING A SET CREW WOULD HAVE DONE!!!!” (sharpe5)

On July 7, 2023, the SBCO filed a Notice of Determination that the Manufacturer, Champion Homes of Lillington, NC, had sole responsibility for the damage to the home. The basis for this Determination is as follows:

All parties agreed the holes in the roof originated at the factory. All parties agreed that there were staples that punctured the roof covering. The installer's responsibility when they discovered this fact was to notify the retailer (Factory Expo, a subsidiary of Champion Homes). The installer provided email exchanges that established the retailer had been notified within a reasonable timeframe. The retailer was purchased by Champion Homes of Lillington at the same timeframe as this case was unfolding. Champion Homes furthermore made direct instructions to their service personnel to ignore the damage to the roof when they made other service calls to the home. Champion Homes exceeded their authority in making their own determination of fault without utilizing the Dispute Resolution Process. Champion Homes bears sole responsibility for the roof damage because (1) it originated at their factory (2) they were duly notified (3) they deliberately instructed service personnel not to repair the roof in a timely manner that would have prevented further damage (case files attached).

On July 26, 2023, the SBCO received an email exchange from Jason Norris of Champion questioning the nature of the Determination. After a brief exchange, Champion stopped responding to the SBCO's inquiries into the Sharp case. To this date, Champion has not complied with the Determination.

The SBCO had internal deliberations subsequently to establish a basis for a Board case.

At the end of August 2024, SBCO staff reached out to Champion regarding the unresolved status of the Determination. Champion re-iterated their disagreement with the decision and insisted that the matter was closed, and no reimbursement would be made to Ms. Sharp. SBCO staff contacted the remaining parties to the case to alert them verbally that there would be a Board case scheduled for this matter.

This account is made in accordance with notes made contemporaneously and the case documents.

Respectfully submitted,

State Building Codes Office Staff

Documents for the Record

Hilderbrand, Brian (DHCD)

From: Phelps, Shane <Shane.Phelps@ncdoi.gov>
Sent: Monday, June 5, 2023 9:49 AM
To: Brown, Jeff (DHCD); Hilderbrand, Henry (DHCD)
Cc: Jason Norris; Tamme Bell; rburandt@championhomes.com; travis.luter@dhcd.virginia.com; Walker, Pat
Subject: FW: [External] File CP-23-08388
Attachments: SED CP-23-08388 NG2_3_06_02_2023_Part24.pdf; Consumer Complaint Champion (Sharp).pdf

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

Jeff/Brian,

Good morning. We received the attached complaint from NC Department of Justice. I am not sure if Ms. Sharp has filed a complaint with your Office, but it appears she has some legitimate issues that need to be investigated. I will note this as an out-of-state complaint in our program to follow-up on during our sub-part I audit. I did not contact Ms. Sharp since we are unable to assist her, but her phone number is on the attached complaint. Please let if you need anything else from me.

Sincerely,
Shane Phelps
Code Consultant
NC Department of Insurance
Manufactured Building Division
325 N. Salisbury Street
1202 Mail Service Center
Raleigh, NC 27699-1202
(919) 647-0057 (Direct number)
(919) 500-6504 (Cell)
(919) 715-0067 (Fax)
(919) 647-0000 (Main Office)

From: Davis, Susan E <SEDavis@ncdoj.gov>
Sent: Friday, June 2, 2023 7:42 PM
To: Phelps, Shane <Shane.Phelps@ncdoi.gov>
Subject: [External] File CP-23-08388

CAUTION: External email. Do not click links or open attachments unless verified. Report suspicious emails with the Report Message button located on your Outlook menu bar on the Home tab.

Mr. Phelps:

Attached please find a complaint against Champion Home Builders, Inc.

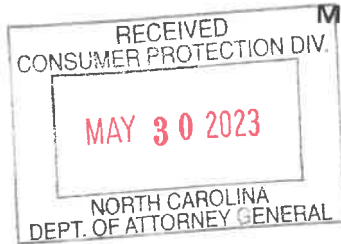
Sincerely,



Susan E. Davis
Consumer Protection Specialist
Consumer Protection Division
(919)716-6000
sedavis@ncdoj.gov
114 W. Edenton St., Raleigh, NC 27603

Please note messages to or from this address may be public records.

STATE OF NORTH CAROLINA
CONSUMER
COMPLAINT



MAIL TO:

CONSUMER PROTECTION
ATTORNEY GENERAL'S OFFICE
9001 MAIL SERVICE CENTER
RALEIGH, NC 27699-9001
TELEPHONE: (919) 716-6000
TOLL-FREE IN NC: (877) 566-7226

SECTION 1: Your Information

Mr. Ms. Mrs. <i>Ms.</i>	Last Name <i>Chang</i>	First Name <i>Linda</i>	MI <i>A</i>
Mailing address <i>5594 Tidewater Trail</i>			
City <i>Church View</i>	State <i>Virginia</i>	Zip Code <i>23032</i>	Country, if not US <i>US</i>
Day phone number, including area code <i>804 758-2630</i>	Evening phone number, including area code () <i>N/A</i>	Fax number, including area code () <i>N/A</i>	
County of residence <i>Middlesex County</i>	Email address <i>N/A</i>	Cell phone, including area code () <i>N/A</i>	
I am a military service member or military spouse ☒ No ☐ Yes			

SECTION 2: Information About Company Against Which You Are Complaining

Full name of company <i>Champion</i>			
Mailing Address <i>115 Titan Roberts Rd</i>			
City <i>Lillington</i>	State <i>NC</i>	Zip Code <i>27546</i>	Country, if not US <i>US</i>
Company's internet address (URL)			
Telephone number, including area code <i>(910) 814-4256</i>		Fax number, including area code ()	

SECTION 3: Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved <i>Manufactured Home</i>		Date of purchase, service, contract <i>2020</i>	
Manufacturer or brand <i>Champion</i>		Model <i>DE-3262-01</i>	
Account number		Serial number <i>023-000-H-A006578A13</i>	
Did you sign a contract or lease? ☐ Yes ☒ No		Starting date <i>N/A</i>	
Total amount paid <i>\$125,000</i>		Amount in dispute	
How was payment made: ☐ Cash ☒ Check ☐ Credit card ☐ Debit card ☐ Money order ☐ Wire transfer ☐ Finance agreement ☐ Other		Expiration date	
Did you buy an extended service contract? ☐ Yes ☒ No		If yes, name of company responsible for extended service contract or warranty	

SECTION 4: Information About the Transaction

How was initial contact made between you and the business? ☐ Person came to my home ☒ I went to company's place of business ☐ I received a telephone call from business ☐ I telephoned the business ☐ I received information in the mail ☐ I responded to radio/television ad ☐ I responded to printed advertisement ☐ I responded to a Website or e-mail solicitation ☐ I received a fax solicitation ☐ I attended a trade show or convention ☐ Other	Where did the transaction take place? ☐ At my home ☒ At company's place of business ☐ By mail ☐ Over the phone ☐ Via computer (website or e-mail) ☐ Trade show or hotel ☐ Other
--	---

SECTION 5: Details of Complaint (use additional sheets if necessary)

I purchased a new home from Factory Expo Homes. Champion Home Builders, Tammy Bell is the representative I have been in contact with ^{that has} been working to get someone out to help with the repairs. Champion Home Builders was the company that built the double-wide at the factory. The double-wide arrived at the property on March 30, 2022. I noticed problems with the home immediately. Extensive damage is done to the interior as well as the exterior. Champion Home Builders stated they did not have the labor force to send to Virginia to repair the damages. The inspector deemed it unsafe for me to move into the property at the moment.

SECTION 6: Resolution Attempts You Have Made

Have you contacted the company with your complaint? ☒ Yes ☐ No

If yes, name of person most recently contacted

Tammy Bell

His/her phone number, incl. area code

810-893-5713

Results

What result would you consider fair?

Do you have an attorney in this case?

☐ Yes ☒ No

If yes, name your attorney

Attorney's phone number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? ☐ Yes ☐ No If yes, where and when?

If already heard, what is the result?

SECTION 7: Important Information

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do *not* send originals
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

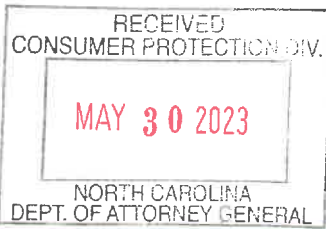
Your signature:

Linda Sharp

Date:

5/24/23

Mail to: NC Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001



Hinda Gharp
5594 Tidewater Rd
Church View VA
22032
5/31/23

Dear Consumer Protection
In the beginning I sent
Factory Expo Home a check for
Trem Out for \$5,500.00 dollars. The
contractor said it would take 3 days
but they left in 3 days work was
not finish.

The next step Factory Expo.
Home turn me over to Champion
Home. Tammy Bell of Champion, who
told me Champion Home will fix
everything that needed to be fix
that was not true.

Tammy Bell send four con-
tractors. Two who refuse, once they
look at the roof, interiors and exterior.
The third contractor was Frank Smith
in November 2022, who stated he
could fix the roof, interiors and
exterior. Frank Smith was unable
to come, his van broke down.
in January or December. He
also became ill.

30.01.2020

I ask Tammy Bell when Frank became ill, could she send me some ~~one~~ one elec. She told me she was unable to find a contractor to come to Virginia from North Carolina. Months pass by I ask could I hired a contractor to do the work. She stated I could not hire my own contractor to do the work it was against Champion Home Policy.

Months pass by before Frank Smith was able to come the end of March, but Frank could not come because he had no crew. Tammy Bell hired Herin to come with Frank. Herin came with with no crew and no Frank. He paint the walls clean the floor fix vinyl trim under the window, in the front of the house. After Herin I hired home inspections.

I am 70 years old woman I need your help. The roof is still leaking, black mold is in the bedroom and dining room.

Hinda Ohara

The smoke alarm is going off.
Water is running down the bed
room wall. No window screens in
the bedroom window The out
side rain is falling down. It
go on and on.

Tammy Bell believe I am
making up this. When I sent pict-
ure she state this is not there
work, the transportation people.

I will hired a contractor
to fix my home, I am also seek
financial compensation for hiring
my own contractor to finish
the work these company refuse
to complete

Thank You

Hinda Ohara

☒ Track your expenses...

☐ Clothing

☐ Food

☐ Transportation

☐ Credit Card

☐ Utilities

☐ Mortgage

☐ Entertainment

☐ Insurance

☒ Other

☐ TAX-DEDUCTIBLE ITEM

1035

Five thousand five hundred
Five hundred and no/100
Five

BALANCE
FORWARD

THIS ITEM

5,500.00

BALANCE

DEPOSIT

OTHER

BALANCE
FORWARD

For added security, your name and account number do not appear on this copy.

NOT NEGOTIABLE

*SKIPPING STEPS, RAILINGS
NOT INCLUDED

SCR ~ FACTORY EXPO ~ L. SHARP ~ 3262-02 120120 S#6578

ARCHIT. SHINGLES
RUSTIC BUCK

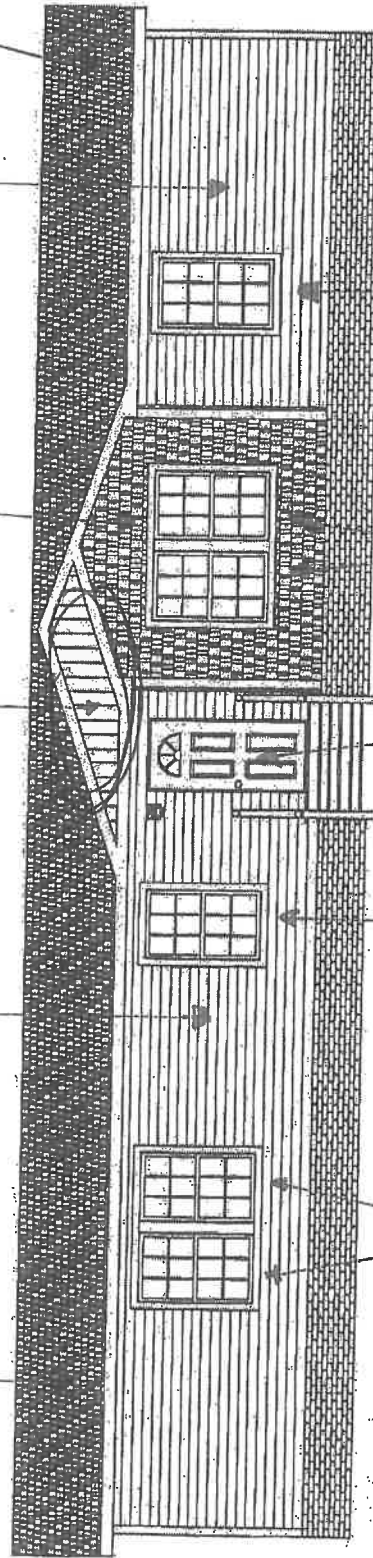
TAN VINYL SIDING

ARCHIT. SHINGLES
RUSTIC BUCK

WHITE
BOARDS &
BATON

TAN VINYL SIDING

DUNE SHAKES



3262-02 120120

FRONT ELEVATION (OPTIONAL LIVING ROOM WINDOW ARRANGEMENT)

2H 26x82
SUNBURST
DOOR

3 1/2" VINYL TRIM

3 1/2" VINYL TRIM

3 1/2" VINYL TRIM

3 1/2" VINYL TRIM

CHAMPION

MANUFACTURED BEAUTIFULLY

DATE: 12-11-20

12-11-20

ELEVATIONS

SHEET

EV-101

NOT TO SCALE
FOR INFORMATION ONLY
DO NOT CONSIDER THIS A CONTRACT
CHAMPION MANUFACTURING COMPANY

General Summary



home inspections LLC
Corspec Home Inspections

6970 Strath Rd
Henrico, VA 23231
804-301-5938
Va License #3380000504

Customer
Linda Sharp

Address
499 Dragon Rd
Church View Va 23032

The following items or discoveries indicate that these systems or components **do not function as intended or adversely affects the habitability of the dwelling; or warrants further investigation by a specialist, or requires subsequent observation.** This summary shall not contain recommendations for routine upkeep of a system or component to keep it in proper functioning condition or recommendations to upgrade or enhance the function or efficiency of the home. This Summary is not the entire report. The complete report may include additional information of concern to the customer. It is recommended that the customer read the complete report.

1. Roofing

1.1 Roof Coverings

Repair or Replace

\$5,000 - \$10,000

The roof shows multiple areas of nail pops, staples that are pushing out of the roof or were not securely fastened initially. There are other areas that show past "repairs" by sealing the rain channels with roofing cement and other areas that show the application of "Flex Seal" type sealant directly to the shingles. The roof vents and flue pipe flanges do not have adequate cover at the sides of the flanges and top of one. The ridge cap shingles are not installed correctly at the left end. The roof is leaking at multiple locations as viewed from the homes interior. Roof replacement is recommended. Once the shingles are removed, roof sheathing may require some repair. Have a roofer replace as needed to avoid further damage to the home.

1. Roofing



1.1



1.1



1.1



1.1



1.1



1.1

2. Exterior



2.1 Wall Cladding Flashing and Trim

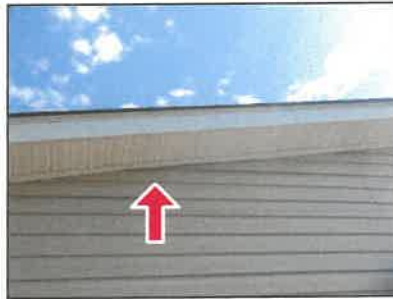
Repair or Replace

\$101 - \$250

(1) Multiple pieces of siding at the left side are loose and need to be secured to prevent water damage to the home



2.1



2.1

Repair or Replace

\$101 - \$250

(2) The vinyl corners are too long and need to be trimmed by a siding contractor

1. Roofing



1.1



1.1



1.1



1.1



1.1



1.1



1.1



1.1



1.1



1.1



1.1



1.1

2. Exterior



2.1



2.1

2.2 Windows

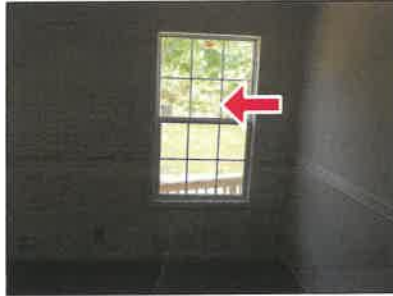
Repair or Replace

\$250 - \$500

(1) The primary bedroom rear right window top sash is cracked. Replacement of the window is needed by a window professional.



2.2



2.2

Repair or Replace

\$250 - \$500

(2) Window screens are not present at the right, rear bedroom. The installation of screens is needed by the builder.



2.2

2.4 Vegetation, Grading, Drainage, Driveways, Patio Floor, Walkways and Retaining Walls (With respect to their effect on the condition of the building)

Repair or Replace

\$501 -

\$1000

Backfilling soil against the foundation at the low areas is recommended to help divert water away from the foundation and crawlspace. The addition of crawlspace wells may be needed at the access points to prevent water entry into the crawlspace.

4. Interiors

4.0 Ceilings

Repair or Replace

\$1,000 - \$2,500

The ceiling in the front of the dining room and front right bedroom show moisture in the drywall from roof leaks above. Replacement of the affected drywall and insulation is needed by a contractor. Fungal growth may be present in the attic space above (The attic was not accessible for inspection) Cost may vary and does not include mold treatment costs. Other areas at the ceiling light in the dining room and the walls above the inside HVAC unit reportedly shows water running down the walls and at the light fixture but did not show substantial moisture at the time of inspection but do show water stains and damaged wall paper.



4.0



4.0



4.0



4.0



4.0



4.0



4.0



4.0



4.0

4. Interiors



4.0



4.0



4.0



4.0

4.1 Floors

Repair or Replace

\$250 - \$500

The kitchen floor shows minor damage to its surface. Repair is needed by the builder.



4.1



4.1

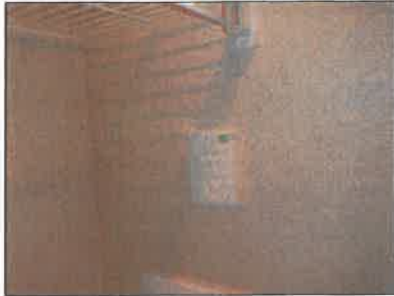
4.4 Counters and Cabinets (representative number)

Repair or Replace

\$101 - \$250

Removal of all trash and construction debris from inside the home is needed by the builder.

7. Electrical System



7.4

7.7 Smoke Detectors

Repair or Replace

\$101 - \$250

The smoke alarms are going off during the inspection and one was hanging from its wires. Repair is needed by an electrician.



7.7

QUOTE

NOV 16, 2022



LINDA SHARP

499 Dragon Rd
Church View, VA
23032



We can help you with

Roofing - Siding - Gutters
Residential & Commercial

alex@centralroofingus.com
804-982-9374

INTRODUCTION

Hi Linda Sharp

Thank you for the opportunity to quote on the repairs to your home. Please find your estimate below along with upgrade options for potential improvements to your project, if applicable.

The following estimate is for:

1. Remove and disposal of old materials
2. Supply and install new materials
3. Clean up of entire work area (all nails and other materials)
4. Clean all gutters (if roof is done)
5. Your own dedicated Production Scheduling team
6. All employees are WCB and COR certified
7. We are Licensed to work in your geographical region
8. 5-year Workmanship Warranty on complete projects

We don't want you to be personally liable should a worker happen to get injured therefore we maintain current WCB for all employees and crews. We carry two million liability insurance.

As well, we have mandatory safety training for our staff to ensure safe practices always. Once the job is complete, complete an additional full inspection on your home to ensure we did everything correct and up to our strict standards and site is spotless.

If you have any questions, please give me a call. We always want to provide the best value to our clients. If we are outside your budget, please let me know and we will do our best to work within that.

Kind regards,

Juan Carlos | Project Manager
Juan@centralroofingus.com
804-502-0052
DPOR Class A #270504669

INSPECTION





GAF ARCHITECTURAL SHINGLES

Description

House (Roofing)

Remove current shingles and install modern GAF architectural-style shingles

Pro Starter - these are the shingles required for starter rows on your roof

Seal a ridge Ridgcap shingles

Ice & Water shield - helps to prevent ice damming and provides superior protection at eaves edge and beneath valleys

Synthetic Underlayment - adds a second layer of protection over your entire roof

snow country ridge vent

new pipe collar aluminum

Quote subtotal	\$12,500.00
Total	\$12,500.00

\$90 per sheet of plywood

AUTHORIZATION

GAF Architectural Shingles

\$12,500.00

Name: Linda Sharp
Address: 499 Dragon Rd, Church View, VA

Estimates valid for 30 days from date of estimate / A 25% deposit is required before any project begins

Customer Comments / Notes

My Product Selections

Shingle color

Metal color

Siding color

Linda Sharp:

Date:

By signing this form I agree to and confirm the following: I certify that I am the registered owner of the above project property, or have the legal permission to authorize the work as stated. I agree to pay the total project price and understand that this work will be completed in accordance with industry best practices.

URBANNA, VA
23175
MAY 24, 23
AMOUNT
\$9.72
R2305K142078-04



UNITED STATES
POSTAL SERVICE®
RDC 24
27699

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



7022 0410 0000 4399 8290

RECEIVED
CONSUMER PROTECTION DIV
MAY 30 2023
NORTH CAROLINA
DEPT. OF ATTORNEY GENERAL

*State Of North Carolina
Department Of Justice
Att Consumer Protection
2001 W. 10th Street
Raleigh, NC 27609-2001*

**RETURN RECEIPT
REQUESTED**



Glenn Youngkin
Governor

Caren Merrick
Secretary of
Commerce and Trade

COMMONWEALTH of VIRGINIA

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

Bryan W. Horn
Director

6/27/2023

Factory Expo Home Center
ATTN: Service Dept
115 Titan Roberts Rd
Lillington, NC 27546

Champion Home Builders
ATTN: Ron Burandt and Tamme Bell
Lillington, NC

PB&J Transportation
ATTN: Peggy Hurley Smith
13450 Clydes Lane
Abingdon, VA 24210

SUBJECT: Manufactured Home Consumer Complaint
Complaint: Linda Sharp – MH D-2023-01
HUD Label: PFS 1297126
499 Dragon Rd, Church View, VA 23032

To regulants:

The Department of Housing and Community Development (DHCD) is the HUD State Administrative Agency (SAA) for the Commonwealth of Virginia and the State Building Codes Office (SBCO) is responsible for performing all required SAA functions, as well as the administration of HUD approved installation and dispute resolution programs. The SBCO is also responsible for enforcement of the Virginia Manufactured Housing Licensing and Transaction Recovery Fund Regulations and the Virginia Manufactured Home Safety Regulations.

In accordance with 24 CFR § 3282.403, we are notifying you of a complaint on a manufactured home built in your state. Attached for your review is a copy of a Manufactured Housing Consumer Complaint received by this office on June 20, 2022, concerning possible non-conformances on a home manufactured or sold by your respective firms.



Virginia Department of Housing and Community Development | Partners for Better Communities
Main Street Centre | 600 East Main Street, Suite 300 Richmond, VA 23219
www.dhcd.virginia.gov | Phone (804) 371-7000 | Fax (804) 371-7090 | Virginia Relay 7-1-1

To the Manufacturer: Subpart I – Consumer Complaint Handling and Remedial Actions according to Federal Regulation 24 CFR 3282.404 (a) You have thirty (30) days from receipt of the information to carry out any investigations and inspections of this complaint. You then have 20 days to make a class determination per 24 CFR 3282.404 (b) Please comply with the following:

- A. Determine if notification and/or correction may be required.
- B. Determine if this complaint affects a class of manufactured homes.
- C. If you determine that notification, Item A, is required, then you must prepare a plan of notification and submit your plan to the SAA of the state in which your factory is located.

Manufacturers and dealers of manufactured homes in Virginia are required to take appropriate corrective action at the site of a manufactured home in instances of defects that become evident after delivery of the home to the buyer in accordance with the Virginia Manufactured Housing Licensing and Transaction Recovery Fund Regulations, Section 13VAC6-20-310.

The State Building Code Office held an informal teleconference to discuss this case on June 26th, 2023 with the hopes of remedying the disagreement between the homeowner, installer and manufacturer as to the nature of several issues with the home (see attachments). After a presentation of documents provided by all parties, the parties have elected to escalate this to a formal dispute resolution hearing in accordance with the Code of Virginia and at the discretion of the Manufactured Housing Board.

If you have any questions or need further assistance, please do not hesitate to call me at (804) 371-7182 or my supervisor, Brian Hilderbrand at (804) 441-4538 // henry.hilderbrand@dhcd.virginia.gov.

Sincerely,



Thomas B. King
Code and Regulations Specialist
State Building Codes Office

CC: Linda Sharp
5594 Tidewater Trail, Church View, VA 23032



Hilderbrand, Brian (DHCD)

From: Hoggard, Keisha <keisha.hoggard@ncdoi.gov>
Sent: Wednesday, May 15, 2024 5:15 PM
To: Hilderbrand, Brian (DHCD)
Cc: Gupton, Barry; Brown, Jeff (DHCD); King, Thomas (DHCD); Terry, Bonnie; Tamme Bell; Ron Burandt; jimjohnson@championhomes.com
Subject: Linda Sharp complaint case #MH D-2023-01
Attachments: NC_BOND_Champion Lillington 2021-2022.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Brian,

The NC Manufactured Building Division (MBD) has reviewed the documentation that the VA Department of Housing and Community Development (DHCD) provided regarding the Linda Sharp complaint case #MH D-2023-01.

After consulting with legal counsel and the board's attorney, it has been determined that this matter is not within the NC Manufactured Building Division's authority to recommend to the NC Manufactured Housing Board to take administrative action against the license of Champion Home Builders, Inc., license 44830 (hereinafter, Licensee). However, if a formal hearing is held in this matter and the VA Manufactured Housing Board finds that the Licensee is in violation of the Code of Virginia, please be sure to provide us with the final order so that we may review the matter to determine if the Licensee should be taken before the Board .

NCGS § 143-143.12(c) provides that: *"Any buyer of a manufactured home who suffers any loss or damage by any act of a licensee that constitutes a violation of this Part may institute an action to recover against the licensee and the surety."* I have attached the bond submitted during the period of June 30, 2021 to June 30, 2022 by the Licensee. Ms. Sharp may proceed to file a claim against the bond if she deems it necessary. Ms. Sharp may seek legal advice if she needs assistance with filing against the bond. It must be noted that I spoke with the installer, PB & J and they are of the opinion that the entire roof did not need to be repaired/replaced. However, the final decision for any payout of the bond will be at the discretion of the surety company.

I have included representatives of Champion Home Builders, Inc., Lillington on this correspondence so that they may be aware of the same. It is my hope this matter may be resolved without further action being taken.

Any party to this email may contact me if you have questions.

Sincerely,

Keisha Hoggard | Program Manager, MPA



North Carolina Office of State Fire Marshal
Manufactured Building Division
1202 Mail Service Center
Raleigh, NC 27699-1202
919.647.0053 Direct

Email correspondence to and from this address may be subject to the North Carolina Public Records Law "NCGS.CH.132" and may be disclosed to third parties by an authorized state official.

Attachment



**How doers
get more done.**

6921 WALTON LANE
GLOUCESTER, VA 23061 (804)6959037

4650 00097 41901 05/02/23 11:08 AM
SALE CASHIER

KEYTAG# 602016137

ORDER ID: H4650-98186

RECALL AMOUNT 3007.06

SUBTOTAL 3,007.06

SALES TAX 184.47

TOTAL \$3,191.53

XXXXXXXXXX3007 AMEX

USD\$ 3,191.53

AUTH CODE 848204/0972424

TA

Chip Read

AID A000000025010801 AMERICAN EXPRESS



4650 97 41901 05/02/2023 7266

DID WE NAIL IT?

Take a short survey for a chance TO WIN
A \$5,000 HOME DEPOT GIFT CARD

Opine en español

www.homedepot.com/survey

User ID: GVM3 88741 84188

PASSWORD: 23252 84091

Entries must be completed within 14 days
of purchase. Entrants must be 18 or
older to enter. See complete rules on
website. No purchase necessary.



SPECIAL SERVICES CUSTOMER INVOICE

Store 4650 GLOUCESTER
6921 WALTON LANE
GLOUCESTER, VA 23061

Phone: (804) 695-9037
Salesperson: MRD3389
Reviewer: KMQ53V

Name

SHARP LINDA

Phone 1

(804) 758-2630

Address

5594 TIDEWATER TRAIL

Phone 2

Company Name LINDA

City CHURCHVIEW

Job Description Sharp

State VA

Zip

23032

County GLOUCESTER

REPRINT

2024-04-09 11:31

SOLD TO

CUSTOMER PICKUP #1

MERCHANDISE AND SERVICE SUMMARY

We reserve the right to limit the quantities of merchandise sold to customers

REF # W07 SKU # 0000-515-664 Customer Pickup / Will Call

STOCK MERCHANDISE TO BE PICKED UP:

REF #	SKU	QTY	UM	DESCRIPTION	PI	TAX	PRICE EACH	EXTENSION
R01	0000-214-628	5.00	BD	Royal Sovereign Weathered Gray Algae Resistant 3-Tab Roofing Shingles (33.33 sq. ft. per. Bundle) (26-pieces) /		Y	\$31.50	\$157.50
R03	1000-043-180	3.00	RL	FeltBuster 1000 sq. ft. Synthetic Roofing Underlayment Roll /		Y	\$98.98	\$296.94
R04	0000-112-525	3.00	EA	Grip Rite 1-1/4 in. Smooth Galvanized Coil Roofing Nails (7200-Pack) /		Y	\$50.98	\$152.94*
R05	0000-184-360	6.00	EA	PL S30 10 fl. oz. Black Polyurethane Roof and Flashing Sealant /		Y	\$8.78	\$52.68*

SCHEDULED PICKUP DATE: 05/15/2023

MERCHANDISE TOTAL:

END OF CUSTOMER PICKUP - REF #W07

HOME DEPOT DELIVERY #1

REF # V06

STOCK MERCHANDISE TO BE DELIVERED:

REF #	SKU	QTY	UM	DESCRIPTION	PI	TAX	PRICE EACH	EXTENSION
R02	0000-775-940	72.00	BD	Timberline Natural Shadow Weathered Wood Algae Resistant Architectural Shingles (33.3 sq. ft. per Bundle) (21-Pieces) /		Y	\$31.50	\$2,268.00*

MERCHANDISE TOTAL:

\$2,268.00

DELIVERY INFORMATION:

SCHEDULED DELIVERY DATE: 05/13/2023

SCHEDULED DELIVERY TIME: 6AM-8PM

*** CONTINUED ON NEXT PAGE ***

WILL-CALL MERCHANDISE PICK-UP

Will-Call items will be held in the store for 7 days only.

Check your current order status online at

www.homedepot.com/orderstatus

FOR WILL CALL
MERCHANDISE PICK-UP
PROCEED TO WILL CALL OR
SERVICE DESK AREA
(Pro Customers, Proceed To The Pro Desk)

* Indicates item markdown
Customer Copy

HOME DEPOT DELIVERY #1
(Continued)

REF #V06						
V06	0000-515-663	1.00	Outside Delivery	N	\$0.00	\$0.00
				DELIVERY SERVICE SUBTOTAL: \$0.00		
THE HOME DEPOT WILL DELIVER Webb, Dennis						
MDSE TO:						
ADDRESS: 499 Dragon Rd		CITY: Church View				
STATE: VA		ZIP: 23032	COUNTY: Middlesex	SALES TAX RATE: 0.000		
PHONE: (804) 296-0061		ALTERNATE PHONE: (804) 296-0061				
DRIVER SPECIAL INSTRUCTIONS:		Place one pallet of shingles close to the home in front and one pallet of shingles in the back close to the home				
		MDSE & DELIVERY TOTALS: \$2,268.00				
		END OF HOME DEPOT DELIVERY - REF #V06				

TOTAL CHARGES OF ALL MERCHANDISE & SERVICES

Policy Id (PI):	ORDER TOTAL	\$2,928.06
:	SALES TAX	\$184.47
:	TOTAL	\$3,112.53
BALANCE DUE		\$0.00

'The Home Depot reserves the right to limit / deny returns. Please see the return policy sign in stores for details.'

END OF ORDER No. H4650-98186

Routing	Sequence #	Paid Date	Amount	Account	Serial	Capture Source
2120002	8835035022	12212023	\$3000.00	5715061346	1107	00017110

LINDA A SHARP
188 CARLISLE TER
PLAINFIELD, NJ 07062-1519

1107

55-2/212 8739

12/15/23 Date

Pay to the Order of Donna Webb \$ 3,000
Three thousand dollars ⁰⁰/₁₀₀ Dollars

WELLS FARGO Wells Fargo Bank, N.A.
New Jersey
wellsfargo.com

For Roof Linda Sharp ⁰⁰/₁₀₀

⑆021200025⑆ 5715061346⑈ 01107

Hartland Clarke

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>051409278<
Hartfield
2023-12-20
0004171577
Batch 226592946

0004171577

Credit Account
Within Named Payee
Primis
R/T 051409278

< 453



George >

Text Message
Tue, Aug 9 at 9:39 PM

Hello George

Can you let Linda know we will be up
at o see her next Tuesday to check
the roof and the driveway

Hi Peggy. Will do

Thank you

Thu, Aug 11 at 2:33 PM

Can you let Linda know Joe is at her
home?

K

Wed, Aug 17 at 6:36 PM

Hi Peggy. Can you send me the
pictures you have of Linda's roof.
Thanks

I am not at my computer but I have a
report done for you also

Ok



Text Message



Fwd:

Hello George, this is joe from Gilman. I'm sending you this pic and video of the transfer duct under Linda sharp's house. The flex is too short and is pulled tight around the columns under the home and also it appears the liner has collapsed at the section I took a video of. The front section of the home has minimal air flow. I would recommend running a new flex and also strap it up off the ground. Peggy please call Linda sharp. Her house is not getting heat in section of her house.



Text Message



< 453

GM

George >

also strap it up off the ground.
Peggy please call Linda sharp. Her
house is not getting heat in section of
her house.



Fri, Feb 24 at 8:53 AM

Good Morning, I will give her a call.
However, we didn't install this.

Hi Peggy. Hope all is well. Please let
Linda know. 🙏



Text Message



Linda Sharp in Church View

Sam Henke <dhenke@factoryexpohomes.com>

To:pbjtransportation@outlook.com <pbjtransportation@outlook.com>

Cc:Sheila Miller <smiller@factoryexpohomes.com>

Linda Sharp has been trying to contact you. They have a leak in the roof. The factory has been to the home and has determined that this is an issue with the set up of the home. Please contact Linda Sharp at 804-758-2630.

Thank you,

Sam Henke

Administrative Assistant

Factory Expo Home Centers

115 Titan Roberts Rd
Lillington, NC 27546

E: dhenke@factoryexpohomes.com

O: [910-814-4258](tel:910-814-4258)

F: [910-814-4261](tel:910-814-4261)



From: Taylor Flowers TaFlowers@championhomes.com

Subject: RE: Sharp / 6578AB - Service request

Date: August 3, 2022 at 10:00 AM

To: Sam Henke dhenke@factoryexpohomes.com, Ron Burandt rburandt@championhomes.com, Tamme Bell TBell023@championhomes.com

Cc: Sheila Miller smiller@factoryexpohomes.com



Good morning, the contactor that was there has reported the issue to be set issue on the ridge line. The set crew will need to go access and repair.

TAYLOR FLOWERS
CUSTOMER SERVICE REPRESENTATIVE
CHAMPION HOME BUILDERS
910-808-4528

From: Sam Henke <dhenke@factoryexpohomes.com>

Sent: Tuesday, August 2, 2022 3:10 PM

To: Ron Burandt <rburandt@championhomes.com>; Taylor Flowers <TaFlowers@championhomes.com>; Tamme Bell <TBell023@championhomes.com>

Cc: Sheila Miller <smiller@factoryexpohomes.com>

Subject: RE: Sharp / 6578AB - Service request



CAUTION: This message is from a sender that is outside of the organization. Please take caution when replying to the email, clicking on URLs, or downloading attachments.

I noticed on Tamme's list that Sharp shows complete. Is that correct?

Sam Henke

Administrative Assistant

[Factory Expo Home Centers](#)

115 Titan Roberts Rd
Lillington, NC 27546

E: dhenke@factoryexpohomes.com

O: 910-814-4258

F: [910-814-4261](tel:910-814-4261)



From: Ron Burandt <rburandt@championhomes.com>

Sent: Thursday, July 28, 2022 8:48 AM

To: Sam Henke <dhenke@factoryexpohomes.com>; Taylor Flowers <TaFlowers@championhomes.com>; Tamme Bell <TBell023@championhomes.com>

Cc: Sheila Miller <smiller@factoryexpohomes.com>

Subject: RE: Sharp / 6578AB - Service request

I spoke with the contractor while he was at the home. It is possible that the visible nails are from the shipping plastic which should have been addressed by the set up contractor. He

was supposed to take pictures and send them to us. Will keep everyone update as we find out more.

Ron Burandt

Asst. Service Manager
State Case Coordinator
Site Construction Inspector
Skyline Champion Home Builders
023 Lillington, NC
910-208-9156

From: Sam Henke <dhenke@factoryexpohomes.com>
Sent: Thursday, July 28, 2022 8:35 AM
To: Taylor Flowers <TaFlowers@championhomes.com>; Ron Burandt <rburandt@championhomes.com>; Tamme Bell <TBell023@championhomes.com>; Tonya Zuch <TZuch@championhomes.com>
Cc: Sheila Miller <smiller@factoryexpohomes.com>
Subject: RE: Sharp / 6578AB - Service request



CAUTION: This message is from a sender that is outside of the organization. Please take caution when replying to the email, clicking on URLs, or downloading attachments.

Homeowner just called. She said the service person was not able to fix her roof because it was a bigger job than they expected. Her uncle went up there after the service guy left. He said "The nails are up. The shingles aren't nailed down". Where do we go from here?

Sam Henke
Administrative Assistant
.....

Factory Expo Home Centers
115 Titan Roberts Rd
Lillington, NC 27546

E: dhenke@factoryexpohomes.com
O: 910-814-4258
F: 910-814-4261



From: Taylor Flowers <TaFlowers@championhomes.com>
Sent: Wednesday, July 20, 2022 10:49 AM
To: Sam Henke <dhenke@factoryexpohomes.com>; Ron Burandt <rburandt@championhomes.com>; Tamme Bell <TBell023@championhomes.com>; Tonya Zuch <TZuch@championhomes.com>
Cc: Sheila Miller <smiller@factoryexpohomes.com>
Subject: RE: Sharp / 6578AB - Service request

I have sent this to our guy in VA.

TAYLOR FLOWERS
CUSTOMER SERVICE REPRESENTATIVE
CHAMPION HOME BUILDERS
910-808-4528

From: Sam Henke <dhenke@factoryexpohomes.com>
Sent: Wednesday, July 20, 2022 10:24 AM
To: Taylor Flowers <TaFlowers@championhomes.com>; Ron Burandt <rburandt@championhomes.com>; Tamme Bell <TBell023@championhomes.com>; Tonya Zuch <TZuch@championhomes.com>
Cc: Sheila Miller <smiller@factoryexpohomes.com>
Subject: Sharp / 6578AB - Service request



CAUTION: This message is from a sender that is outside of the organization. Please take caution when replying to the email, clicking on URLs, or downloading attachments.

Homeowner/Contact:

Linda Sharp
804-758-2630

Serial number:

023-000-H-A006578AB

Address:

351 Dragon Rd.
Church View, VA 23032

ISSUE/QUESTIONS

Homeowner called and stated the roof is leaking in the dining room around the light fixture and the front bedroom around the window.

SHIP DATE:

4/7/??

• / / •

Sam Henke

Administrative Assistant

.....

Factory Expo Home Centers

115 Titan Roberts Rd

Lillington, NC 27546

E: dhenke@factoryexpohomes.com

O: [910-814-4258](tel:910-814-4258)

F: [910-814-4261](tel:910-814-4261)





Glenn Youngkin
Governor

Caren Merrick
Secretary of
Commerce and Trade

COMMONWEALTH of VIRGINIA

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

Bryan W. Horn
Director

4/1/24

Board of Manufactured Housing

SUBJECT: Manufactured Home Consumer Complaint
Complaint: Linda Sharp – MH D-2023-01
HUD Label: PFS 1297126
499 Dragon Rd, Church View, VA 23032

Consumer Complaint of Linda Sharp. This Champion double-wide home is located at the address above with the HUD label in the subject line. The subsequent complaints are made within the said warranty period as prescribed the Virginia Manufactured Housing Regulations.

Note: For reference, The Manufactured Home Construction and Safety Standard (MHCSS) 24 CFR Part 3280 used by HUD section 3280.303 General requirements; subsection (b) Construction, All construction methods shall be in conformance with accepted engineering practices to insure durable, livable and safe housing and shall demonstrate acceptable workmanship reflecting journeyman quality work of the various trades.

At the request of the owner an onsite investigation was conducted on March 14, 2024.

Observations and complaint:

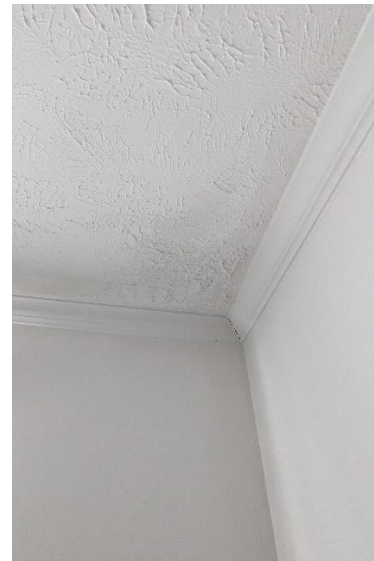
The complaints and observations are as follows.

The purpose of this inspection was not to confirm the specific issues alleged by the homeowner as those issues were addressed by the homeowner prior to alerting the SBCO.

I confirmed that there was evidence of water damage in the vicinity of the leading edge of the eyebrow (the first two windows to the right of the front door when facing it from the outside).

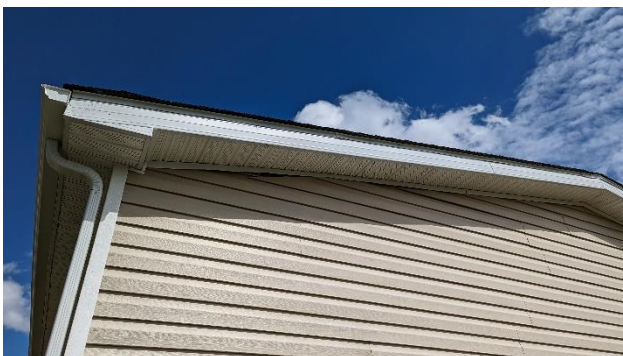


Virginia Department of Housing and Community Development | Partners for Better Communities
Main Street Centre | 600 East Main Street, Suite 300 Richmond, VA 23219
www.dhcd.virginia.gov | Phone (804) 371-7000 | Fax (804) 371-7090 | Virginia Relay 7-1-1



The two corners above show evidence of water damage (darkened color) in the area alleged to have had leaking from excessive nail punctures in the roof.

I confirmed that there is already visible evidence of wear and tear on this new home due to possible improper installation of finishing pieces of siding (see below).





Remarks:

Per the Determination submitted by this office in July 2023 and the Summary of Facts from August 2023, Champion took responsibility for damages along the dormer/eyebrow which may be responsible for the leaking in the areas indicated. Champion has denied and continues to deny responsibility for other damage to the roof covering that were alleged by the homeowner, her installer (PB&J) and the roofer she hired to repair the roof (Triple J Construction). Because the roof was already replaced, it could not be verified during this inspection. However, based on the documentation from the home inspection report commissioned by Ms Sharp, the testimony and photographs from PB&J and the testimony of Triple J there is sufficient evidence provided to the State Building Code Office that Champion caused damage to the roof covering at the point of shipping and is responsible for subsequent damages originating from that.

For questions or comments concerning the above for mentioned complaint, we may be reached at the State Building Codes Office by phone at (804) 371-7150 or by fax at (804) 371-7092. You may contact Thomas King by e-mail at thomas.king@dhcd.virginia.gov or phone at (804) 371-7182.

Thomas King

Code and Regulations Specialist, CBO, MBA
State Building Code Office





Glenn Youngkin
Governor

Caren Merrick
Secretary of
Commerce and Trade

COMMONWEALTH of VIRGINIA

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

Bryan W. Horn
Director

7/26/2023

Champion Home Builders
ATTN: Ron Burandt and Tamme Bell
Lillington, NC

SUBJECT: Manufactured Home Consumer Complaint
Complaint: Linda Sharp – MH D-2023-01
HUD Label: PFS 1297126
499 Dragon Rd, Church View, VA 23032

To Champion Home Builders:

In response to the points raised in the correspondence received this morning, July 26th, 2023:

- Champion feels they were not notified that the shipping materials damaged the roof.
 - Response: This acknowledges that the factory did install shipping materials in such a way that they led to damage to the interior of the home. Further, the retailer was notified. The retailer is physically located at the same address as the manufacturer and is now owned by Champion even though they were not at the time of the incident. Ownership conveys responsibility. Additionally, the factory was notified by their own subcontractor a few months after Mrs. Hurley notified the retailer, and the sub was then told, by Champion, to cease work and leave the job site.
- Champion found additional unplugged holes in the roof when their own sub returned, and those were repaired.
 - Response: Those holes are in the dormer, is Champion alleging that the water damage to the interior of the home was caused by the holes in the dormer? The SBCO is confident the damage to the home is far more extensive than what could possibly have been caused by the shingles over the dormer.
- Champion feels that they should have split the cost with PB&J Transport and Mrs. Hurley seems to have changed her mind at the teleconference.



- Response: If Champion and PB&J had a good faith agreement to come to a resolution, it stands to reason that one could have been found without the State Building Code Office getting involved. Both parties deferred to the State and we have made a determination.

In closing, per our letter dated July 6th, 2023, the State Building Codes Office has made a determination that Champion Homes is the sole party responsible for the damages made by water intrusion into the home. If Champion does not come to a resolution with the homeowner by August 7th, 2023 we will bring this case to the Manufactured Housing Board. If this case comes before the Manufactured Housing Board, additional fines and penalties may be assessed against the regulant.

If you have any questions or need further assistance, please do not hesitate to call me at (804) 371-7182 or my supervisor, Brian Hilderbrand at (804) 441-4538 or henry.hilderbrand@dhcd.virginia.gov.

Sincerely,



Thomas B. King
Code and Regulations Specialist
State Building Codes Office

CC: Linda Sharp
5594 Tidewater Trail, Church View, VA 23032

CC: Peggy Hurley
PB&J Transportation



Ron Burandt

From: Ron Burandt
Sent: Friday, June 9, 2023 1:19 PM
To: King, Thomas
Cc: Tamme Bell
Subject: FW: MH Consumer Complaint - Sharp S/N 6578
Attachments: Consumer Complaint Champion (Sharp).pdf

Good afternoon Thomas,

The issues that the customer was having involved the way the shipping plastic on the roof was removed, and the staples either left exposed or the holes not sealed properly afterwards. We have contacted the set up crew that the customer hired, and discussed this with them. PB&J Home Movers indicated that they had already contacted Ms. Sharp, and that the customer had already made the repairs, and is seeking reimbursements for those repairs. PB&J is now, wanting Champion to help in the reimbursement claiming that too many fasteners were put in the shipping plastic and they could not cover all of them. Our management is currently in discussions with PB&J to retrieve an outcome in regards to the reimbursements.

We will keep you updated as we find out more.

Sincerely,

Ron Burandt

**Asst. Service Manager
 State Case Coordinator
 Site Construction Inspector
 Skyline Champion Home Builders
 023 Lillington, NC
 910-208-9156**

From: King, Thomas (DHCD) <Thomas.King@dhcd.virginia.gov>
Sent: Thursday, June 8, 2023 2:46 PM
To: Tamme Bell <TBell023@championhomes.com>
Cc: Ron Burandt <rburandt@championhomes.com>
Subject: MH Consumer Complaint - Sharp



CAUTION: This message is from a sender that you have not communicated with previously. Please take caution when replying to the email, clicking on URLs, or downloading attachments.

Good afternoon

Attached is a copy of the North Carolina department of consumer protection form that was forwarded to our office for a consumer complaint on a Manufactured Home produced at your facility. We have not received the Virginia copy of the form yet from the homeowner but are trying to get some info on this case from you, the Manufacturer, before we decide how to proceed. I believe you have already spoken with my supervisor, Brian Hilderbrand, but since I am

DIVISION NO. _____



CHAMPION
HOME BUILDERS CO.

☐ Authorization _____

☐ Factory Service _____

Page _____ of _____

SERVICE WORK ORDER

10 DIGIT S.N. 23 - 6578

CUSTOMER Linda Stamps

M.H. ADDRESS _____

MAILING ADDRESS _____

CITY Chapel Hill STATE NC ZIP _____

HOME PHONE _____

DAY PHONE _____

DEALER Factory Expo

CONTRACTOR _____

ADDRESS _____

CITY Lillington STATE NC

PURCHASE DATE _____

DATE WRITTEN _____



SERVICE REPAIRS REQUESTED	WORK PERFORMED	Labor Hours
① 4 INTERIOR DOWN OUT OF Square	TOOK OUT + RAN ON JIMBER	3 1/2
② 3 CEILING CRACKS 1 Bonyer 1 KIT 1 LR.	SCRAPPED + SCREWED + MENDED + SUPPLIED CRACKS	4 hr.
③ FRONT + REAR HTO OUT OF Sqr	Tore out + Replaced	2
④ 2 PALMS SPLIT FROM PLANT ALL OVER LIND	CLEANED LIND T/V.	2
		11 1/2

COMMENTS:

SERVICE MANAGER'S SIGNATURE _____

CUSTOMER'S SIGNATURE X _____

CONFIRMS ACCEPTANCE AND SATISFACTION OF WARRANTY WORK PERFORMED

STARTING DATE 4-24-22 FINISH DATE 4-24-22

LABOR HRS. _____ DRIVING HRS. na MILEAGE na

SERVICEMAN'S SIGNATURE Russ

SOCIAL SECURITY NO./FED. I.D. _____

Labor	
Expenses	
Materials	
Total	

DIVISION NO. _____


CHAMPION
HOME BUILDERS CO.

☐ Authorization

☒ Factory Service

Page _____ of _____

SERVICE WORK ORDER

 10 DIGIT S/N _____
 CUSTOMER Linda Sharp
 M.H. ADDRESS 351 Dragon Rd
 MAILING ADDRESS _____
 CITY Church View STATE VA ZIP 23032
 HOME PHONE _____
 DAY PHONE _____

 DEALER Fudge Eye Home Center
 CONTRACTOR Frankie Smith
 ADDRESS 115 Tipton Roberts Rd
 CITY Lynchburg STATE NC
 PURCHASE DATE 04/09/22
 DATE WRITTEN 11/9/22

SERVICE REPAIRS REQUESTED	WORK PERFORMED	LABOR HOURS
Inspected all items on the work order and notice several other items that needed to be addressed. Notice I need parts to address work order items and several other issues in home. I sent in several pictures concerning my visit to do service at this home.	Made a list of all the parts that I will need to complete this task on this home. List (parts needed) 1) shingles 30 year 4 per of 4" crown 3 per of buttons for closet 2- Teber of black, jute tur 8- per of door casing 6 per of door jamb 6 per of 9 inch styler for marriage line doors 1- Roll of tur paper 10 per of Drop edge 10 per of metal trussel 2 box of siding 1- box of vinyl shake 2- per of white buttons of cabinet 1- window screen 30x61	

COMMENTS:

SERVICE MANAGER'S SIGNATURE _____

CUSTOMER'S SIGNATURE X Amie Jell

CONFIRMS ACCEPTANCE AND SATISFACTION OF WARRANTY WORK PERFORMED

STARTING DATE 11-9-22FINISH DATE 11-9-22LABOR HRS. 3 hrsDRIVING HRS. 5 hrsMILEAGE 386 miles

SERVICEMAN'S SIGNATURE _____

SOCIAL SECURITY NO./EED ID _____

$$\$120.5$$

Labor	150.00
Expenses	11
Materials	11
Total	444.72

$$60.00 \times 3 \text{ hrs} = \$180.00$$

$$5 \text{ hrs} \times 15.16 = \$75.80$$

$$386 \text{ miles} \times 0.62 = \$183.60$$

$$= \$444.72$$

$$384.72$$

DIVISION NO. 023



CHAMPION

HOME BUILDERS CO.

☐ Authorization _____

☒ Factory Service _____

Page 1 of _____

SERVICE WORK ORDER

10 DIGIT S.N. 023 - 000 - 6578
CUSTOMER linsey sharp
M.H. ADDRESS 499
MAILING ADDRESS 351 Dragon Rd
CITY Churchview STATE va ZIP 23032
HOME PHONE
DAY PHONE 804-758-2630

DEALER _____
CONTRACTOR EtJ Handyman Serv.
ADDRESS _____
CITY _____ STATE _____
PURCHASE DATE _____
DATE WRITTEN 8-24-22

SERVICE REPAIRS REQUESTED	WORK PERFORMED	Labor Hours
Factory Built dormer leaking and need's checked for mildew	Found missing Shingles all over Front of House and Ridge vent Damaged at Front Dormer Replaced all missing Shingles and Redid Ridge Cap in several places	7.0

COMMENTS:

SERVICE MANAGER'S SIGNATURE _____

CUSTOMER'S SIGNATURE **X**

CONFIRMS ACCEPTANCE AND SATISFACTION OF WARRANTY WORK PERFORMED

STARTING DATE 8-24-22 FINISH DATE 8-24-22

LABOR HRS. 7.0 DRIVING HRS. 9.0 MILEAGE 540^m

SERVICEMAN'S SIGNATURE 

SOCIAL SECURITY NO./FED. I.D. _____

Labor	280.00
Expenses	469.80
Materials	—
Total	749.80

40 miles 1 hour

unr 47

Sharp4

Champion Home Builders, Inc.
4055 US 401S
Lillington, NC 27546
Phone: (910) 893-5713
Fax: (910) 893-5087



Service Order
No.: 023-SO0107013

No. of Closed Orders: 1
Order Date: 07/20/22
Serial No.: 023-000-H-A006578AB
Model No.: DE-3262-02
Model Year: 2022
Floor Plan: 3262-02
CSR: TAYLOR FLOWERS

Retail Sold Date: 04/07/22
Warranty Exp. Date: 04/17/23
Estimated Start Date:
Assigned Date: 07/26/22
Manufacture Date: 12/02/21

Service Customer:
LINDSEY SHARP
351 DRAGON RD
CHURCH VIEW, VA 23032
Home Phone: 804.758.2630
Work Phone:
Other Phone:
E-Mail:

Ship-To Customer:
Alta Cima Corp
Factory Expo Home Center
115 Titan Roberts Rd
Lillington, NC 27546
Phone: (910) 814-4257

Customer

Service Repairs Requested / Repairs Performed	Fault Reason Code				
Problem: LEAK IN DINNING ROOM BY LIGHT					
Cause:					
Repair: H3115-Locate/repair roof leaks					

Checked Light, the leak was coming from the
Top. Shingles that I was loaded with was wrong.
I was told to leave because it was on the seat up
People

Service Technician: Aaron Hunt
AARON HUNT

Service Customer's Signature: Lindsey Sharp

Starting Date: 7/27/22
Starting Time: 3:10
Finish Date: 7/27/22
Finish Time: 3:56

Labor Cost \$ 60.00 0.00
Misc. Expenses 0.00
Material 0.00
Travel Cost \$ 25.00 0.00
Total Cost 0.00

(CONFIRMS ACCEPTANCE OF THE TERMS OF THE LIMITED WARRANTY & ARBITRATION AGREEMENT AND SATISFACTION OF WORK PERFORMED)

Invoice Total: 42.86

Mileage Miles 40mi, 1 hour 60.00 0.00
Mileage Cost 40.00 0.00

10/27/23
Champion Home Builders, Inc.
4055 US 401S
Lillington, NC 27546
Phone: (910) 893-5713
Fax: (910) 893-5087



4/11-9-22 - 11-10-22
Date
3-27-23
Appointment

Sharp5

Service Order

No.: 023-SO0107433

Service Customer:
LINDA SHARP
351 DRAGON RD
CHURCH VIEW, VA 23032
Home Phone: 804.758.2630
Work Phone:
Other Phone:
E-Mail:

Ship-To Customer:
Alta Cima Corp
Factory Expo Home Center
115 Titan Roberts Rd
Lillington, NC 27546
Phone: (910) 814-4257

No. of Closed Orders: 3
Order Date: 09/09/22
Serial No.: 023-000-H-A006578AB
Model No.: DE-3262-02
Model Year: 2022
Floor Plan: 3262-02
CSR: TAYLOR FLOWERS

Retail Sold Date: 04/07/22
Warranty Exp. Date: 04/17/23
Estimated Start Date:
Assigned Date: 10/18/22
Manufacture Date: 12/02/21

Page: 1

Service Provider

Service Repairs Requested / Repairs Performed	Resolution Code	Straight-Time Estimate	Actual Time	Material Cost
Problem: ADJ INT DOORS Cause: <i>ADJ INT Doors by removing the door casings + remove them to the bedrooms</i> Repair: J4035-Adjust interior door <i>The door has no bar and no hinges beside hinges</i>		0.2 hrs	0	0
Problem: FLOOR DIRTY T/O Cause: <i>Cleaned Lino with go off T/O the home</i> Repair: B5030-Lino- Remove Debris		0 hrs	0	0
Fault Comments: PAINT/GLUE/SHEETROCK DUST				
Problem: ADJ EXT DOOR Cause: <i>ADJ EXT Door by removing the casing + door + put back door casing back on doors. Using white caulk on Ext Doors.</i> Repair: I1005-Adjust Exterior Door / Reset		0.8 hrs	0	0
Problem: CAULK ALL MOLDING Cause: <i>Caulked molding T/O the house using white caulk</i> Repair: J1020-Re-Caulk Trim		0.25 hrs	0	3.37
Problem: TOUCH UP WALL PAINT T/O Cause: <i>Used 20 mm mul for cracks holes in sheetrock sanded + painted the sheetrock T/O the home</i> Repair: L3100-Touch-up wall paint		0.25 hrs	0	4.96
Fault Comments: BARE SPOTS				
Problem: LIGHT STAINED IN DINING ROOM Cause: <i>Removed Light stained + replace it with a new light fixture</i> Repair: G7010-Replace/repair 1 light fixture		0.2 hrs	0	6.59
Problem: SMOKE DETECTOR INOP Cause: <i>2 Smoke detectors were bad. Installed 2 new smoke detectors one in Hall + one in BR3.</i> Repair: G1000-Smoke Detector - Troubleshoot		1 hrs	0	6.95
Fault Comments: JUST 1 IN HALL				
Problem: MISSING WINDOW SCREEN Cause: <i>Frank didn't have the window screens.</i> Repair: I9600-Replace window screen		0.05 hrs	0	0
Fault Comments: BED 2				
Problem: INPSECT OVERLAPPED SHINGLES Cause: <i>Inspected the overlapping shingles but found nothing that the factory had</i> Repair: I1700-Secure/retab roof shingles		1 hrs	0	24.97
Fault Comments: NOTHING A SET CREW WOULD HAVE DONE!!!! <i>done. Looks ok.</i>				
Problem: SECURE EXT TRIM Cause: <i>Removed Durable Fascia + Installed a New Fascia on front of home using 2" screws</i> Repair: I1621-Repair/Replace Fascia		0 hrs	0	0
Problem: SECURE EXT WINDOW TRIM Cause: <i>Secured Ext Window Trim to the MBRoom window using 2" nails to secure the</i> Repair: I9005-Adjust window channels to window trim		0.25 hrs	0	0
Problem: INSPECT DORMER ON FRONT Cause: <i>Inspected Dormer on front of home. The dormer was leaking in Valley of Roof</i> Repair: H3115-Locate/repair roof leaks		2 hrs	0	0
Fault Comments: SHE DOESNT KNOW WHATS WRONG JUST WANTS IT LOOKED AT				

64.5

Champion Home Builders, Inc.
4055 US 401S
Lillington, NC 27546
Phone: (910) 893-5713
Fax: (910) 893-5087



Service Order

No.: 023-SO0107433

Service Customer:
LINDA SHARP
351 DRAGON RD
CHURCH VIEW, VA 23032
Home Phone: 804.758.2630
Work Phone:
Other Phone:
E-Mail:

Ship-To Customer:
Alta Cima Corp
Factory Expo Home Center
115 Titan Roberts Rd
Lillington, NC 27546
Phone: (910) 814-4257

No. of Closed Orders: 3
Order Date: 09/09/22
Serial No.: 023-000-H-A006578AB
Model No.: DE-3262-02
Model Year: 2022
Floor Plan: 3262-02
CSR: TAYLOR FLOWERS

Retail Sold Date: 04/07/22
Warranty Exp. Date: 04/17/23
Estimated Start Date:
Assigned Date: 10/18/22
Manufacture Date: 12/02/21

Service Provider

Page: 2

Service Repairs Requested / Repairs Performed	Resolution Code	Straight-Time Estimate	Actual Time	Material Cost
Problem: SIDING BUCKLING ON BACK Cause: <i>Remove 6 piece of Buckled siding with 6 piece of New vinyl siding</i> Repair: <i>I4105-Vinyl Lap - Replace/repair minor exterior lap</i> <i>4 hrs</i>		0.3 hrs	0	46.46
Problem: NOTE Cause: Repair: M5001-Advise Customer - No Repair Fault Comments: DEALER SET TRIM--RANDY DAVIS		0 hrs	0	0

problem/ ~~Dormer~~ is leaking in valley of the roof.

Removed the shingles on dormer & used 3.5 bundles of Dual Black 3 tab shingles using 2" roofing nails 5 packs of roofing nails & Black asphalt Sealant on roofing nails & shingles.

Also I Kevin Crissman had to wait for my helper to return to work cause Ron & Tampa told me not to get on roof to do shingles by myself. worked Monday & Tuesday of 4/3-4/2023 removing shingles & Reinstall shingles with the Plastic underlayment & 2" roofing nails & black sealant. 9 hrs for 2 people just on Roofing the dormer with shingles

Service Technician: *Kevin Crissman*

Service Customer's Signature: *Kevin Crissman*

Starting Date: 3-28-2023
Starting Time: 10:00am
Finish Date: 4-4-2023
Finish Time: 5:00pm

Labor Cost	0.00
Misc. Expenses	0.00
Material	93.30
Travel Cost	0.00
Total Cost	93.30

(CONFIRMS ACCEPTANCE OF THE TERMS OF THE LIMITED WARRANTY & ARBITRATION AGREEMENT AND SATISFACTION OF WORK PERFORMED)

Invoice Total: 93.30

Mileage Miles	0.00
Mileage Cost	0.00

Labor 6.5 hrs @ \$585.00 Labor 6.5 hrs @ \$585.00
Hotel 137.21 Hotel
total 722.21

Labor 4.5 hrs @ \$1,575.00
DT 1.5 hrs @ \$45.00
Mileage 62 miles @ \$108.50
Hotel 345.51
total \$2,074.01