

Maybe your windows or doors need to be replaced, or it's time for porch repairs. Maybe you're worried because your roof is leaking or you've got old electrical wiring.

Like all homes, manufactured dwellings require their share of upkeep and repair. Even if your repairs are small or you're on a limited income, it's important to find a contractor who will come to your home and do quality work.

This brochure has some tips from the Oregon Construction Contractors Board (CCB), the state agency that regulates the construction industry in Oregon.

## Who can legally work on your home?

If you own your own manufactured home, you have several choices regarding who can legally work on your home:

- A licensed contractor can make improvements to your home (repairs, upgrades, remodeling and new construction). Oregon law requires construction businesses to be licensed with the CCB, including those who do repairs or remodeling. Some manufactured dwelling work such as installing new homes and adding skirting also requires a license with the Oregon Building Codes Division.

- You, the owner, can perform the work if you feel qualified and get all needed city or county building permits. Most plumbing, electrical and structural changes require a permit. Call your city or county building department for more information, or visit [www.permitsprotect.info](http://www.permitsprotect.info). Work that was not done with permits may be unsafe or may lead to problems if you choose to sell your home.
- Neighbors, relatives and friends can do the work if you do not pay or compensate them. Again, you are required to get any necessary permits.
- If you lease your manufactured dwelling, see your park owner or manager to determine who is responsible for making repairs. Check your lease agreement and talk to your park owner or manager for more information.

## What should you know about working with a contractor?

If you decide to hire a contractor, make sure the contractor's business is licensed with the CCB. Check with the CCB to make sure the contractor's license is active, how long the business has been licensed and the business's claims history.

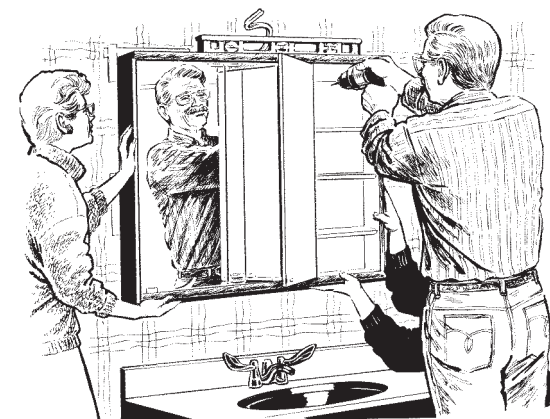
An active license means the contractor can legally work in Oregon, you have access to the CCB's dispute resolution services, and the con-

tractor has a surety bond and liability insurance - both offer some financial protection if problems develop later.

Ask your park owner or manager if they keep a list of local licensed contractors who do quality work on manufactured homes. You can also ask friends, neighbors and relatives for names of licensed contractors they used.

Make sure you read and comply with your space rental agreement. Some agreements require exterior work to be approved by the park. If you have any questions about repairs and maintenance work, talk to your park owner or landlord.

Make sure that the person who works on your home understands how manufactured homes are different from site-built homes. Some repair and construction methods are very different. Someone who does excellent work on site-built homes may do a poor job working on manufactured dwellings.



## How can you prevent problems?

Most construction projects can go smoothly if you follow this advice:

- Use a written contract. A written contract protects you and the contractor. Read the contract and ask questions before you sign it. Make sure understand the terms and conditions.
- Pay wisely. Make payments in stages as the work is completed. Don't pay in cash.
- Communicate. Talk to your contractor during the project. Many disputes happen because people fail to communicate at every step of the project. If in doubt, talk it out.

## What can you do to avoid being a victim of construction fraud?

If a repair service comes to your door or calls you on the phone, check them out with the CCB before signing anything or paying any money.

Many scams involve door-to-door or telemarketing sales techniques. Legitimate contractors build their businesses through referrals and traditional advertising methods. Scam artists use high-pressure sales and set traps for their victims.

Report fraudulent activity to the police or the CCB. People can sometimes be embarrassed to tell someone that they've been taken advantage of but if fraudulent activity isn't reported, it is much harder for authorities to catch these con-artists. Consumers can be our eyes and ears and can help us keep others from falling victim to scams.

If you need help resolving a problem with a contractor, contact the CCB for assistance. Homeowners can file a claim with the CCB if they believe a contractor has done poor or negligent work, breached the contract, or caused other damage.

## What is the CCB?

The CCB licenses and regulates all construction businesses in Oregon. The agency promotes a competitive business environment and offers consumer protection through education, dispute resolution and law enforcement.

Contact the CCB for -

- Contractor license verification.
- Dispute resolution services.
- Free consumer information and publications.

**503-378-4621**

**[www.ccb.state.or.us](http://www.ccb.state.or.us)**



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# REPAIRING YOUR MANUFACTURED HOME



Does your home need repairs or upgrades?

How do you find a contractor?

Who can legally do work on your home?

Tips from the  
**Oregon Construction Contractors Board**



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