

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

Director of the Manufactured Housing and	)	
Modular Units Program of the Missouri	)	
Public Service Commission,	)	
	)	
Complainant,	)	
	)	
v.	)	
	)	Case No. MC-2008-
Amega Sales, Inc.	)	
d/b/a Quality Preowned Homes, Columbia	)	
Discount Homes, Mark Twain Mobile	)	
Home Sales, and Chateau Homes	)	
	)	
Respondent.	)	

**COMPLAINT**

COMES NOW the Director of the Manufactured Homes and Modular Units Program of the Missouri Public Service Commission (Director), by and through the Missouri Public Service Commission's ("Commission") Office of General Counsel, pursuant to Sections 700.015, 700.045 and 700.100 RSMo 2000 and for his Complaint against Amega Sales, Inc. states as follows:

**Allegations Common to All Counts**

1. The Commission has jurisdiction over manufactured homes and manufactured home dealers pursuant to Chapter 700 RSMo 2000<sup>[1]</sup>.
2. Respondent, Amega Sales, Inc., (Amega) is a manufactured home dealer as defined in Section 700.010(4), doing business under the following names:

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<sup>[1]</sup> All references to the Revised Statutes of Missouri will be to RSMo 2000 as currently supplemented unless otherwise noted.

- a) Quality Preowned Homes, 5670 N. Highway 763, Columbia, MO 65202,
- b) Columbia Discount Homes, 5311 N. Highway 763, Columbia, MO 65202,
- c) Mark Twain Mobile Home Sales, Route 1, Box 32-A, 602 N. Pleasant, Farber, MO 63345,
- d) Chateau Homes, 901 Perry Ave., Ashland, MO 65010, and
- e) Amega Sales, Inc., P.O. Box 229, Ashland, MO 65010.

3. The Commission issued five Certificates of Dealer Registration to Amega Sales, Inc., under the names identified in paragraph 2 on January 10, 2007. Copies of the Certificates are attached hereto as Exhibit A. Notice of this Complaint should be issued to all five of Amega Sales, Inc.'s registrants.

4. Section 700.015.1 prohibits any person from selling or offering for sale a manufactured home unless the home complies with the Code and bears the proper seal. The Code is defined by section 700.010(2) as "the standards relating to manufactured homes...as adopted by the commission." In rule 4 CSR 240-120.100 the Commission adopted the federal standards in 24 CFR Part 3280, known as the HUD Code, as the Code applicable to manufactured homes in Missouri.

5. Section 407.020.1 provides that the act or employment by any person of fraud, deception, false pretense, misrepresentation, unfair practice or the concealment, suppression or omission of any material fact in connection with the sale or advertisement of any merchandise in trade or commerce is an unlawful act.

6. Section 700.100.3(4) provides that the Commission may suspend or revoke the registration of any dealer that engages in conduct constituting a violation of section 407.020.

7. Section 700.115 provides that a violation of section 700.015 shall constitute a violation of section 407.020, therefore, under section 700.100 the Commission may revoke the registration of a dealer for a violation of section 700.015.

**Count I - The Nelson Home  
Violation of Section 700.015  
Civil Penalties**

8. The Director realleges and incorporates herein paragraphs 1 through 7 above.

9. On December 26, 2006, Amega Sales, Inc. d/b/a Quality Preowned Homes entered into a contract with Dale and Jodi Nelson to sell a manufactured home identified as: 2005 Southern EL-319, bearing serial number DESAL1101AB ("the Nelson Home"). HUD label NTA 1357107-08 was affixed to the home indicating it complied with the HUD Code. The Nelson Home was a new manufactured home, as defined in § 700.010 (8). A copy of the said sale contract is attached hereto as "Exhibit B."

10. Because of damage to the home in transit to or at Amega's lot, the home did not comply with the Code.

11. On or before April 20, 2007, Amega delivered the Nelson Home to Mr. and Mrs. Nelson and set it up on their property, at 2331 CR2755, Moberly, Missouri.

12. On April 23, 2007, upon the request of Mr. and Mrs. Nelson, Tim Haden, an inspector with the Public Service Commission, inspected the Nelson Home. Mr. Haden ascertained that the home had been damaged in that the front half of the home had

been "topped" along the full length of the home, and, in addition, that the setup of the home was improper or incomplete in many respects. Mr. Haden noted that repair work had begun, but that the factory did not authorize such work. Mr. Haden prepared a report on his inspection of the home, a copy of which is attached as "Exhibit C."

13. Amega offered for sale and sold a new manufactured home that did not comply with the Code, in violation of the provisions of section 700.015.

14. Amega's violation of section 700.015 is a violation of section 407.020 according to section 700.115.

15. Section 700.115.2, RSMo states, in relevant part, that anyone who violates the provisions of sections 700.010 to 700.115 shall:

"...be liable to the state of Missouri for a civil penalty in an amount, which shall not exceed one thousand dollars for each such violation. Each violation of this chapter shall constitute a separate violation with respect to each manufactured home or with respect to each failure or refusal to allow or perform an act required by this chapter."

Wherefore, the Director prays that the Commission find that Amega Sales, Inc., violated the provisions of section 700.015, find that said violation is a violation of section 407.020, find that Amega is liable to the State of Missouri for a civil penalty, authorize the General Counsel's Office to seek penalties, and order such other relief as is just.

**Count II – The Nelson Home  
Violation of Section 407.020.1  
Revocation of Registrations**

16. The Director realleges and incorporates herein paragraphs 1 through 15 above.

17. In connection with the sale or advertisement of merchandise in trade or commerce, Amega Sales, Inc., through Quality Preowned Homes misrepresented to Mr.

and Mrs. Nelson the condition of the home, failed to disclose to Mr. and Mrs. Nelson that the home had been damaged and did not comply with the Code, and concealed material facts about the condition of the home from Mr. and Mrs. Nelson in violation of the provisions of Section 407.020.1.

18. Engaging in conduct that is a violation of section 407.020.1 is grounds for revocation of the registrations of Amega under section 700.100.1.

19. The violation of section 700.015 set forth in Count I is a violation of section 407.020 under section 700.115.1, therefore section 700.100 allows for revocation of Amega's registrations

Wherefore, the Director prays that the Commission find that Amega Sales, Inc., engaged in conduct which constitutes a violation the provisions of section 407.020.1, find that Amega violated the provisions of section 700.015, and revoke all of the registrations of Amega Sales, Inc., under section 700.100, and for other relief as is just and appropriate.

**Count III - The Whitford Home  
Violation of Section 700.015  
Civil Penalties**

20. The Director realleges and incorporates herein paragraphs 1 through 7 above.

21. On or about January 4, 2007, CMH Manufacturing, a manufacturer located in Savannah, Tennessee, manufactured a home identified as follows: 2007 Clayton Lakeshore, bearing serial number CS2008473TNAB ("the Whitford Home"). It affixed HUD labels numbered TEN 688084 and TEN 688085, signifying that the home complied with the Code when it left CMH Manufacturing's factory.

22. Sometime prior to May 26, 2007, Amega doing business as Quality Preowned Homes acquired ownership of the said home and offered it for sale on its lot in Columbia, Missouri. On May 26, 2007, Amega d/b/a Quality Preowned Homes entered into a contract with David Whitford to sell the said home to him. The Whitford Home was a new manufactured home, as defined in § 700.010 (8). A copy of the said sale contract is attached hereto as "Exhibit D."

23. Because of damage to the home in transit to or at Amega's lot, the home did not comply with the Code.

24. The Whitford Home remained on Quality's lot until June 13, 2007, when Tim Haden, an inspector with the PSC, inspected the home. Mr. Haden ascertained that the home had been damaged in the following respects: There was visible transit damage to the "B half" of the home; there were visible repairs to the trusses from the hitch end to the rear end, and there was no ridge beam on the "A half" or the "B half" of the home. Mr. Haden prepared a report on his inspection of the home, a copy of which is attached as "Exhibit E." Mr. Haden "red-tagged" the home on June 13, 2007, to indicate that it could not be sold or offered for sale, and he removed the HUD labels on June 20, 2007, to signify that the Whitford Home no longer complied with the Code.

25. Amega offered for sale, and entered into a contract to sell, a new manufactured home that did not comply with the Code, in violation of the provisions of section 700.015.

26. Amega's violation of section 700.015 is a violation of section 407.020 according to section 700.115.

27. Section 700.115.2, RSMo states, in relevant part, that anyone who violates the provisions of sections 700.010 to 700.115 shall:

“...be liable to the state of Missouri for a civil penalty in an amount, which shall not exceed one thousand dollars for each such violation. Each violation of this chapter shall constitute a separate violation with respect to each manufactured home or with respect to each failure or refusal to allow or perform an act required by this chapter.”

Wherefore, the Director prays that the Commission find that Amega Sales, Inc., violated the provisions of section 700.015, find that said violation is a violation of section 407.020, find that Amega is liable to the State of Missouri for a civil penalty, authorize the General Counsel's Office to seek penalties, and order such other relief as is just.

**Count IV – The Whitford Home  
Violation of Section 407.020.1  
Revocation of Registrations**

28. The Director realleges and incorporates herein paragraphs 1 through 7 and 20 through 27 above.

29. In connection with the sale or advertisement of merchandise in trade or commerce, Amega misrepresented to Mr. Whitford the condition of the home, failed to disclose to Mr. Whitford that the home had been damaged and did not comply with the Code, and concealed material facts about the condition of the home from Mr. Whitford, in violation of the provisions of section 407.020.1.

30. Engaging in conduct that is a violation of section 407.020.1 is grounds for revocation of the registrations of Amega under section 700.100.1.

31. The violation of section 700.015 set forth is Count III is a violation of section 407.020 under section 700.115.1, therefore section 700.100 allows for revocation of Amega's registrations.

Wherefore, the Director prays that the Commission find that Amega Sales, Inc. engaged in conduct which constitutes a violation the provisions of section 407.020.1, find that Amega violated the provisions of section 700.015, and revoke all of the registrations of Amega Sales, Inc., under section 700.100, and for other relief as is just and appropriate.

**Count V - The Gilmore Home  
Violation of Section 700.015  
Civil Penalties**

32. The Director realleges and incorporates herein paragraphs 1 through 7 above.

33. On or about January 18, 2006, CMH Manufacturing, a manufacturer located in Hodgenville, Kentucky, manufactured a home identified as follows: 2006 Clayton Brookdale, bearing serial number CHO 002302KYAB ("the Gilmore Home"). It affixed HUD labels numbered HWC 367366 and HWC 367367 to the Gilmore Home, signifying that the home complied with the Code when it left CMH Manufacturing's factory.

34. Some time prior to April 4, 2007, Amega doing business as Columbia Discount Homes acquired ownership of the Gilmore Home and offered it for sale on its lot. On April 4, 2007, Amega d/b/a Columbia Discount entered into a contract with Brian and Francis Gilmore to sell the said home to them. The Gilmore Home was a new manufactured home, as defined in Section 700.010 (8). A copy of the said sale contract is attached as "Exhibit F."

35. Because of damage to the home in transit to or at Amega's lot, the home did not comply with the Code.



36. The said home remained on Columbia Discount's lot until June 14, 2007, when Tim Haden, an inspector with the PSC, inspected the home. Mr. Haden ascertained that the home had been damaged in the following respects: there was water damage to the ceilings, walls and floors along the marriage line of "B" half of the home; drywall and insulation had been removed, leaving mold visible in several parts of the home; there was damage in the hitch end bedroom, dining room and family room, and the vinyl of the back door side was damaged. Mr. Haden prepared a report on his inspection of the home, a copy of which is attached as "Exhibit G." Mr. Haden "red-tagged" the home on June 14, 2007, to indicate that it could not be sold or offered for sale, and he removed the HUD labels on June 20, 2007, to signify that the home no longer complied with the Code.

37. Amega through Columbia Discount Homes offered for sale, and entered into a contract to sell, a new manufactured home that did not comply with the Code, in violation of the provisions of section 700.015.

38. Amega's violation of section 700.015 is a violation of section 407.020 according to section 700.115.

39. Section 700.115.2, RSMo states, in relevant part, that anyone who violates the provisions of sections 700.010 to 700.015 shall:

"...be liable to the state of Missouri for a civil penalty in an amount, which shall not exceed one thousand dollars for each such violation. Each violation of this chapter shall constitute a separate violation with respect to each manufactured home or with respect to each failure or refusal to allow or perform an act required by this chapter."

Wherefore, the Director prays that the Commission find that Amega Sales, Inc., violated the provisions of section 700.015, find that said violation is a violation of section

407.020, find that Amega is liable to the State of Missouri for a civil penalty, authorize the General Counsel's Office to seek penalties, and order such other relief as is just.

**Count VI – The Gilmore Home  
Violation of Section 407.020.1  
Revocation of Registrations**

40. The Director realleges and incorporates herein paragraphs 1 through 7 and 32 through 39 above.

41. In connection with the sale or advertisement of merchandise in trade or commerce, Amega d/b/a Columbia Discount misrepresented to Mr. and Mrs. Gilmore the condition of the home, failed to disclose that the home had been damaged and did not comply with the Code, and concealed material facts about the condition of the home from Mr. and Mrs. Gilmore, in violation of the provisions of section 407.020.1.

42. In connection with the sale and in violation of section 407.020.1, Amega attempted to deliver the Gilmore home when it did not comply with the Code and had no HUD label on July 3, 2007

43. Engaging in conduct that is a violation of section 407.020.1 is grounds for revocation of the registrations of Amega under section 700.100.1.

44. The violation of section 700.015 set forth is Count V is a violation of section 407.020 under section 700.115.1, therefore section 700.100 allows for revocation of Amega's registrations.

Wherefore, the Director prays that the Commission find that Amega Sales, Inc., engaged in conduct which constitutes a violation the provisions of section 407.020.1, find that Amega violated the provisions of section 700.015, and revoke all of the registrations

of Amega Sales, Inc., under section 700.100, and for other relief as is just and appropriate.

**Count VII – Violation of Commission Approved Stipulation and Agreement  
\$10,000 Civil Penalty**

45. The Director realleges and incorporates herein paragraphs 1 through 7 and 32 through 44 above.

46. On September 29, 2006, Amega and Greg DeLine entered into a Stipulation and Agreement, approved by the Commission in Case No. MC-2004-0079, providing in Paragraph 6 that Amega and its affiliates, or an entity owned or controlled by DeLine, shall pay a civil penalty of \$10,000 to the public school fund in the event Amega sells any manufactured home that is “red-tagged” or does not have a HUD label at the time of sale.

47. Amega Sales, Inc, does business as Columbia Discount Homes, and Amega and Columbia Discount Homes are owned or controlled by DeLine.

48. On April 4, 2007, Amega d/b/a Columbia Discount entered into a contract with Brian and Francis Gilmore to sell a manufactured home to the Gilmores.

49. As set forth in Count V above Mr. Haden on behalf of the Director “red-tagged” the home on June 14, 2007, to indicate that it could not be sold or offered for sale and Mr. Haden removed the HUD labels on June 20, 2007, to signify that the home no longer complied with the Code. See “Exhibit G”.

50. On July 3, 2007, Amega attempted to deliver the Gilmore home to the Gilmores in spite of the “red-tag” and the lack of a HUD label.

51. The attempt to deliver the Gilmore home constitutes a continuing effort to sell a manufactured home that is red-tagged and without a HUD label.

52. The Stipulation and Agreement specifically provides that the "Commission shall have the power to determine whether any violations of ... Paragraph 6 have occurred."

Wherefore, the Director respectfully requests that the Commission find that Amega violated Paragraph 6 of the Stipulation and Agreement and is thereby liable for a penalty of \$10,000; authorize the General Counsel's Office to seek penalties, and order such other relief as is just.

Respectfully submitted,

/s/ Steven C. Reed

Steven C Reed

Missouri Bar No.40616

Attorney for the Director of the  
Manufactured Housing and Modular  
Units Program of the Missouri  
Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102  
(573) 751-3105  
(573) 751-9285 (Fax)

Missouri Public Service Commission  
MANUFACTURED HOUSING AND MODULAR UNITS PROGRAM

2007

Certificate of Dealer Registration

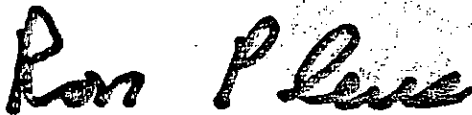
TO WHOM IT MAY CONCERN: The dealer shown below has complied with the requirements of Sections 700.090 and 700.455 RSMo, and therefore is registered in the State of Missouri as a Dealer of Manufactured Homes. This certificate is valid until January 15, 2008.

*Issued To*

AMEGA SALES, INC  
P.O. BOX 229  
ASHLAND, MO 65010

*DBA*

QUALITY PREOWNED HOMES  
5670 N HIGHWAY 763  
COLUMBIA, MO 65202



Ron Pleus, Manager, Manufactured Housing and Modular Unit Program

THIS CERTIFICATION MUST BE PROMINENTLY DISPLAYED

Registration Number: 1011203

Issue date: 1/10/2007

Exhibit A

Missouri Public Service Commission  
MANUFACTURED HOUSING AND MODULAR UNITS PROGRAM

2007

Certificate of Dealer Registration

TO WHOM IT MAY CONCERN: The dealer shown below has complied with the requirements of Sections 700.090 and 700.455 RSMo, and therefore is registered in the State of Missouri as a Dealer of Manufactured Homes. This certificate is valid until January 15, 2008.

*Issued To*

AMEGA SALES, INC  
P.O. BOX 229  
ASHLAND, MO 65010

*DBA*

COLUMBIA DISCOUNT HOMES  
5311 N HIGHWAY 763  
COLUMBIA, MO 65202

*Ron Pleus*

Ron Pleus, Manager, Manufactured Housing and Modular Unit Program

THIS CERTIFICATION MUST BE PROMINENTLY DISPLAYED

Registration Number: 1011202

Issue date: 1/10/2007

Missouri Public Service Commission  
MANUFACTURED HOUSING AND MODULAR UNITS PROGRAM

2007

Certificate of Dealer Registration

TO WHOM IT MAY CONCERN: The dealer shown below has complied with the requirements of Sections 700.090 and 700.455 RSMo, and therefore is registered in the State of Missouri as a Dealer of Manufactured Homes. This certificate is valid until January 15, 2008.

*Issued To*

AMEGA SALES, INC  
P.O. BOX 229  
ASHLAND, MO 65010

*DBA*

MARK TWAIN MOBILE HOME SALES  
ROUTE 1, BOX 32-A/602 N. Pleasant  
FARBER, MO 63345



Ron Pleus, Manager, Manufactured Housing and Modular Unit Program

THIS CERTIFICATION MUST BE PROMINENTLY DISPLAYED

Registration Number: 1011204

Issue date: 1/10/2007

Missouri Public Service Commission  
MANUFACTURED HOUSING AND MODULAR UNITS PROGRAM

2007

Certificate of Dealer Registration


TO WHOM IT MAY CONCERN: The dealer shown below has complied with the requirements of Sections 700.090 and 700.455.RSMo, and therefore is registered in the State of Missouri as a Dealer of Modular Units. This certificate is valid until January 15, 2008.

*Issued To*

AMEGA SALES, INC  
P.O. BOX 229  
ASHLAND, MO 65010

*DBA*

CHATEAU HOMES  
901 PERRY AVE  
ASHLAND, MO 65010



Ron Pleus, Manager, Manufactured Housing and Modular Unit Program

THIS CERTIFICATION MUST BE PROMINENTLY DISPLAYED

Registration Number: 1011206

Issue date: 1/10/2007



Missouri Public Service Commission  
MANUFACTURED HOUSING AND MODULAR UNITS PROGRAM

2007

Certificate of Dealer Registration

TO WHOM IT MAY CONCERN: The dealer shown below has complied with the requirements of Sections 700.090 and 700.455 RSMo, and therefore is registered in the State of Missouri as a Dealer of Manufactured Homes. This certificate is valid until January 15, 2008.

*Issued To*

AMEGA SALES, INC  
P.O. BOX 229  
ASHLAND, MO 65010

*DBA*

AMEGA SALES, INC  
P.O. BOX 229  
ASHLAND, MO 65010

*Ron Pleus*

Ron Pleus, Manager, Manufactured Housing and Modular Unit Program

THIS CERTIFICATION MUST BE PROMINENTLY DISPLAYED

Registration Number: 1011201

Issue date: 1/10/2007

# QUALITY PREOWNED HOMES

5670 N. Highway 763  
COLUMBIA, MISSOURI 65202  
(573) 490-9993

**RECEIVED**  
JUN 12 2007

MANUFACTURED HOUSING  
DEPARTMENT

BUYER(S) <b>DALE &amp; JODI NELSON</b>		PHONE <b>489-2357 / 299-4274</b>		DATE <b>12/26/06</b>	
ADDRESS <b>14750 N. RTE. 4, HALLSVILLE, MO.</b>					
DELIVERY ADDRESS <b>2331 CR 2755 Mobell, MO 65270</b>					
MAKE & MODEL <b>Southern CR-319</b>		YEAR <b>2005</b>	BEDROOMS <b>4</b>	FLOOR SIZE <b>52 W 36</b>	HITCH SIZE <b>32 W 50</b>
SERIAL NUMBER <b>DESAL1101A/B</b>		<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED		COLOR <b>WHITE</b>	
LOCATION		R-VALUE	THICKNESS	TYPE OF INSULATION	
CEILING		<b>28</b>			
EXTERIOR		<b>11</b>			
FLOORS		<b>14</b>			
THIS INSULATION INFORMATION WAS FURNISHED BY THE MANUFACTURER AND IS DISCLOSED IN COMPLIANCE WITH THE FEDERAL TRADE COMMISSION RULE 16 CFR, SECTION 460.16.				BASE PRICE OF UNIT <b>\$72,000.00</b>	
OPTIONAL EQUIPMENT, LABOR AND ACCESSORIES				OPTIONAL EQUIPMENT	
Dealer will deliver home to customer site. Customer is responsible for site preparation and delivery accessibility, local permits, gas & electric hook-ups. Price does not include: anchoring, heat tape, vapor barrier, gas & electric hook-up, wheels & axles.				SUB-TOTAL <b>\$72,000.00</b>	
All paperwork must be completed in full before home can be delivered.				SALES TAX <b>2397.60</b>	
DEALER TO:				NON-TAXABLE ITEMS	
DELIVER				VARIOUS FEES AND INSURANCE	
LEVEL				1. CASH PURCHASE PRICE <b>\$74,397.60</b>	
ANCHOR				TRADE-IN ALLOWANCE \$	
BLACK				LESS BAL. DUE on above \$	
Hook-up water & sewer				NET ALLOWANCE \$	
INSTALL 3.5 TON A/C				CASH DOWN PAYMENT \$	
INSTALL NEW SKIRTING				CASH AS AGREED (SEE REMARKS) \$	
				2. LESS TOTAL CREDITS \$	
				SUB-TOTAL \$	
				SALES TAX (If Not Included Above)	
				3. Unpaid Balance of Cash Sale Price \$	
CUSTOMER TO:				REMARKS:	
Hook-up ELECTRICITY				Dealer TO DD P1013	
SEAM CARPETING				750 TO Start	
				APPVSAI Process	
				19.97 Acres 59.000 Fin	
BALANCE CARRIED TO OPTIONAL EQUIPMENT \$					

NOTE: WARRANTY AND EXCLUSIONS AND LIMITATIONS OF DAMAGES ON THE REVERSE SIDE

DESCRIPTION OF TRADE-IN	YEAR	SIZE
MAKE	MODEL	BEDROOMS
TITLE NO.	SERIAL NO.	COLOR
AMOUNT OWING TO WHOM		

ANY DEBT BUYER OWES ON TRADE-IN IS TO BE PAID BY ☐ DEALER ☐ BUYER

THIS AGREEMENT CONTAINS THE ENTIRE UNDERSTANDING BETWEEN DEALER AND BUYER AND NO OTHER REPRESENTATION OR INDUCEMENT, VERBAL OR WRITTEN, HAS BEEN MADE WHICH IS NOT CONTAINED IN THIS AGREEMENT. BUYER(S) ACKNOWLEDGE RECEIPT OF A COPY OF THIS ORDER AND THAT BUYER(S) HAVE READ AND UNDERSTAND THE BACK OF THIS AGREEMENT.

QUALITY PREOWNED HOMES

SIGNED X

SOCIAL SECURITY NO.

Exhibit B



Manufactured Housing and Modular Units Program  
Site Inspection Report

4/5/05  
Produce  
Send Work Order to:  
Manufactured Housing & Modular Units  
P.O. Box 360 Jefferson City, MO 65  
Phone 1-800-819-3190 or Fax to 573-6

Homeowner Name: Dale & Jodi Nelson	Date: 4-23-07
Address: 2331 CR2755	Inspector: Tim Hadz
City, State, Zip: Moberly MO	Phone #: 573-284-40
Dealer: Quality Preowned	Address: Columbia MO
Manufacturer Name: Southern Estates	Address: Double Springs, AL
Serial #: DESAL 1101 AB	HUD Labels: NTA 1357107-08
Primary Installer Name:	Home Size: 32-80
Installer Number:	Address:
	Decal #: Installation Date: 4-20-07

ALL SETUP DEFICIENCIES LISTED ON THIS REPORT ARE TO BE CORRECTED WITHIN 30 DAYS

Site Prep:	Correct <input type="checkbox"/>	Incorrect <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:	Front and Rear end need proper site prep.			
Footings/Piers:	Correct <input checked="" type="checkbox"/>	Incorrect <input type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:				
Bolting Floors/Walls:	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:	incomplete			
Bolting Roof:	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:	incomplete			
Ridge Cap:	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:	incomplete			
Siding:	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:	incomplete			
Electric Crossover:	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:	incomplete			
Water:	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:	incomplete			
Sewer:	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:	incomplete			
Gas:	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:	incomplete			
Anchor:	Correct <input type="checkbox"/>	Incorrect <input type="checkbox"/>	N/A <input type="checkbox"/>	Installer Lic #:
Comment:	incomplete			

Additional setup deficiencies to be corrected within 30 days:

Contacted by Mark Meyers to conduct inspection of damage to roof.

Front half of roof topped full length of home. Repairs have been started. There is no factory approval for repairs. I contacted factory, they had no knowledge of damage. I contacted consumer, stated they found crew making repairs at site and they contacted dealer about damage to home. Then I was called.

Installer/Setup Crew Personnel Signature: Alan Anderson Date: 4-23-07  
White Office Copy Home Red Tagged 4-23-07

April-08

Exhibit C

# QUALITY PREOWNED HOMES

5670 N. Highway 763  
COLUMBIA, MISSOURI 65202  
(573) 499-9993

BUYER(S) <b>David Whitford</b>	PHONE <b>573-875-7882</b>	DATE <b>5-26-07</b>
ADDRESS <b>404 Hulsdale Columbia, MO</b>	SALESPERSON <b>Frank</b>	
DELIVERY ADDRESS		

MAKE & MODEL <b>CLAYTON LakeShore</b>	YEAR <b>07</b>	BEDROOMS <b>3</b>	FLOOR SIZE <b>152 W 32 L 56 W 32</b>	HITCH SIZE <b>W 32</b>	STOCK #
SERIAL NUMBER <b>CS2008473TNAD</b>	COLOR <b>Pan Gray Sandstone</b>		PROPOSED DELIVERY DATE		KEY NO.
<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED					

LOCATION	R-VALUE	THICKNESS	TYPE OF INSULATION	BASE PRICE OF UNIT	
CEILING	21				
EXTERIOR	11				
FLOORS	11				
OPTIONAL EQUIPMENT					
SUB-TOTAL				<b>\$58.00</b>	

THIS INSULATION INFORMATION WAS FURNISHED BY THE MANUFACTURER AND IS DISCLOSED IN COMPLIANCE WITH THE FEDERAL TRADE COMMISSION RULE 16CFR. SECTION 450.16.

OPTIONAL EQUIPMENT, LABOR AND ACCESSORIES	
Dealer will deliver home to customer site. Customer is responsible for site preparation and delivery accessibility, local permits, gas & electric hook-ups.	
Price does not include:	
anchoring	
heat tape	
vapor barrier	
gas & electric hook-up	
wheels & axles	

All paperwork must be completed in full before home can be delivered.

Dealer to Del BIK Local Hook  
Water Sewer  
INSTALL 3 TON A/C  
New SKATING installed  
Anchor  
Sewer cap

NOTE: WARRANTY AND EXCLUSIONS AND LIMITATIONS OF DAMAGES ON THE REVERSE SIDE.

DESCRIPTION OF TRADE-IN	1994	YEAR	16	SIZE	80
MAKE		MODEL		BEDROOMS	
TITLE NO.		SERIAL NO.		COLOR	
AMOUNT OWING TO WHOM					
ANY DEBT BUYER OWES ON TRADE-IN IS TO BE PAID BY <input type="checkbox"/> DEALER <input checked="" type="checkbox"/> BUYER					

THIS AGREEMENT CONTAINS THE ENTIRE UNDERSTANDING BETWEEN DEALER AND BUYER AND NO OTHER REPRESENTATION OR INDUCEMENT, VERBAL OR WRITTEN, HAS BEEN MADE WHICH IS NOT CONTAINED IN THIS CONTRACT. BUYER(S) ACKNOWLEDGE RECEIPT OF A COPY OF THIS ORDER AND THAT BUYER(S) HAVE READ AND UNDERSTAND THE BACK OF THIS AGREEMENT.

QUALITY PREOWNED HOMES	DEALER
Not Valid Unless Signed and Accepted by an Officer of the Company or an Authorized Agent	
By <i>[Signature]</i>	Approved

SIGNED X <i>[Signature]</i>	BUYER
SOCIAL SECURITY NO.	
SIGNED X	BUYER
SOCIAL SECURITY NO.	

Exhibit D

Manufactured Housing and Modular Unit Program  
Dealer Lot Inspection Form.

P.O. Box 360  
Jefferson City, MO 65102  
Phone NO. 573/751-2557

Dealer: Quality Treasured

Registration NO:  
10/1903

Address: 5670 North 763

Phone: 573-499-9993

City: Columbia

State: MO

Zip Code: 65202

Dealer Monthly Sales Report: YES ☐ NO ☐

Manufacturer: Southam Homes ✓

Plant:  
4

Address: P.O. Box 639

City: Double Springs

State: AL

Zip Code:  
35553

HUD Label/MO Seal: MTA 1403909-10

Date of Mfr.: 7-13-06

Serial Number: DS04AL47760AB ✓

Model: SS9810

Health Notice: ☒

Data Plate: ☒

Smoke Detector Locations: ☒

Furnace Installation & Fire Stopping: ☒

HUD Labels Installed: ☒

Additional Items To Be Corrected: Transit damage to A half. Visible repair to roof truss's and Ridge beam is missing.

light fixture and Jet. box missing in utility room.

walls blue nailed - screws not counter set.

Loose marriage wall panel 1st fl.

Corner vinyl front tail end damaged.

Red Tagged HUD labels removed 6-20-07

Manufacturer: CMK Manufacturing ✓

Plant:  
937

Address: 2600 Hwy 226

City: Savannah

State: TN

Zip Code:  
38372

HUD Label/MO Seal: TEW 688084-85

Date of Mfr.: 1-4-07

Serial Number: CS2008473TNAB ✓

Model: LakeShore

Health Notice: ☒

Data Plate: ☒

Smoke Detector Locations: ☒

Furnace Installation & Fire Stopping: ☒

HUD Labels Installed: ☒

Additional Items To Be Corrected: Transit damage to B half. Visible repairs to truss's from hitch end to rear end.  
No Ridge beam on A & B halves.

Red Tagged HUD labels removed 6-20-07

INSPECTOR: Tim Haden

DATE: 6-13-07

Exhibit E

INSPECTION ACKNOWLEDGED BY: [Signature]

ALL NON-CONFORMANCES ARE TO BE CORRECTED BEFORE THE HOME CAN BE SOLD.

# COLUMBIA DISCOUNT HOMES

5311 North Highway 783  
COLUMBIA, MISSOURI 65202  
(573) 442-4444

BUYER'S NAME <b>Brian and Frances Gilmore</b>		PHONE <b>573-229-2838</b>		DATE <b>4.4.07</b>	
ADDRESS <b>5101 Danne Ferry Church Rd Lot 7 Columbia MO 65201</b>		SALES PERSON <b>Jerry Stunt</b>			
DELIVERY ADDRESS <b>9601 County Rd 1600 Williamburg MO 63388</b>					
MAKE & MODEL <b>Cleaton Brookdale</b>	YEAR <b>2006</b>	BEDROOMS <b>4</b>	FLOOR #S <b>1 72 W28</b>	KITCHEN SIZE <b>76 W28</b>	STOCK NUMBER
SERIAL NUMBER <b>CH0002302 KVAB</b>	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED		COLOR <b>Flint</b>		PROPOSED DELIVERY DATE
LOCATION	R-VALUE	THICKNESS	TYPE OF INSULATION	BASE PRICE OF UNIT	\$ <b>82,258</b>
CEILING	<b>30</b>		<b>Thermal</b>	OPTIONAL EQUIPMENT	<b>3000</b>
EXTERIOR	<b>19</b>		<b>Zone</b>		
FLOORS	<b>11</b>		<b>III</b>		
THIS INSULATION INFORMATION WAS FURNISHED BY THE MANUFACTURER AND IS DISCLOSED IN COMPLIANCE WITH THE FEDERAL TRADE COMMISSION RULE 16CFR SECTION 400.14.				SALES TAX	<b>2871</b>
OPTIONAL EQUIPMENT, LABOR AND ACCESSORIES				NON-TAXABLE ITEMS	
Dealer will deliver home to customer site. Customer is responsible for site preparation and delivery accessibility, local permits, gas & electric hook-ups.				VARIOUS FEES AND INSURANCE	
Price does not include anchoring (See below to include)				1. CASH PURCHASE PRICE	<b>\$80,579</b>
heat tape				TRADE-IN ALLOWANCE	
vapor barrier				LESS BAL DUE on above	
gas & electric hook-ups				NET ALLOWANCE	
windows & doors				CASH DOWN PAYMENT	<b>\$5000</b>
				CASH AS AGREED (See Remarks)	
				2. LESS TOTAL CREDITS	
				SUB-TOTAL	
Buyers to be responsible for carpet staining				SALES TAX (If Not Included Above)	
All paperwork must be completed in full before home can be delivered. Price to include:				3. Unpaid Balance of Cash Sale Price	<b>\$85,077</b>
Delivery, Black Level and Anchor, Complete Trim				REMARKS: Received C/PB on 4-4-07. L.S.	
Hook up Water Sewer				Deal to arrange land/home	
Install 3 1/2 Ton Air Conditioner + Vinyl Siding 3000				Financing including payments to property (estimated \$10000 range)	
Stock House has a 5/16 Rod Pile, 2 1/2" Exterior Wall, Thompson Windows, Finish Drywall in Living Areas, Total Electric w/ 200 AMP Service, Range, Microwave, Refrigerator + Dishwasher, 149 sq. ft. Carpet + Pad, Entertainment Center				Deal to arrange price on property for \$2000	
				CK# 2379 \$5,000 or as required	
House has a 1 Year Manufacturer's Warranty, exception the water heater element				Dealer and Buyer certify that the additional terms and conditions printed on the other side of this contract are agreed to as a part of this agreement, the same as if printed above the signatures. Buyer is purchasing the above described manufactured home, trailer or vehicle; the optional equipment and accessories, the insurance as described has been voluntary; that Buyer's trade-in is free from all claims whatsoever, except as noted.	
BALANCE DUE TO OPTIONAL EQUIPMENT					
NOTE: WARRANTY MADE BY MANUFACTURER AND NOTATION OF DAMAGE ON THE REVERSE SIDE.					
DESCRIPTION OF TRADE-IN	YEAR	MAKE	MODEL	SERIAL NO.	COLOR
AMOUNT DUE TO WHOLE					
ANY DEBT BUYER OWES ON TRADE-IN IS TO BE PAID BY <input type="checkbox"/> DEALER <input type="checkbox"/> BUYER					

ORIGINAL

FORM 500

SIGNED BY **Brian Gilmore** BUYER  
SOCIAL SECURITY NO. **486 78 7096**  
SIGNED BY **Frances Gilmore** BUYER  
SOCIAL SECURITY NO. **401 13 4391**

A PLAIN LANGUAGE PURCHASE AGREEMENT Rev 05/02  
Copyright © 2004 JENKINS BUSINESS FORMS MANUFACTURING CO. IL 62250

00026 13CR3587 2M W880:01 2007 10:08AM HP LASERJET 9200

Exhibit F

**Manufactured Housing and Modular Unit Program  
Dealer Lot Inspection Form.**

P.O. Box 360  
Jefferson City, MO 65102  
Phone NO. 573/751-2557

Dealer: Columbia Discount Homes Registration NO: 1011202

Address: 5311 North 763 Phone: 573-442-2444

City: Columbia State: MO Zip Code: 65202

Dealer Monthly Sales Report: YES ☐ NO ☐

Manufacturer: Southern Homes Plant: 41

Address: PO Box 639 City: Double Springs State: AL Zip Code: 35553

HUD Label/MO Seal: NTA1383777-78 Date of Mfr.: 12-16-05

Serial Number: DSDYAL 45886 AB Model: SS 9811

Health Notice: ☒ Data Plate: ☒ Smoke Detector Locations: ☒

Furnace Installation & Fire Stopping: ☒ HUD Labels Installed: ☐

Additional Items To Be Corrected: Transit damage to A half roof truss's.  
Repairs to truss's visible from hitch end of home.  
Marriage line ceiling beam missing at hitch end.

Red Tagged

HUD Labels removed 6-20-07

Manufacturer: CMH Manufacturing Plant: 940

Address: 350 Commerce Pkwy. City: Hodgenville State: KV Zip Code: 42748

HUD Label/MO Seal: HWC 367366-67 Date of Mfr.: 1-18-06

Serial Number: CH0002302 KYAB Model: 40BRD 28723R1

Health Notice: ☐ Data Plate: ☐ Smoke Detector Locations: ☐

Furnace Installation & Fire Stopping: ☐ HUD Labels Installed: ☐

Additional Items To Be Corrected: water damage to ceilings - walls - floors along  
marriage line of B half. Drywall and insulation has been  
removed - mold visible several areas.

Damage in hitch end bedroom - Dining room and family room

Vinyl on back door side damaged. Appears to be hail damage T/O

Red Tagged

HUD Labels removed 6-20-07

INSPECTOR: Tim Haden

DATE: 6-14-07

Exhibit G

INSPECTION ACKNOWLEDGED BY: [Signature]

ALL NON-CONFORMANCES ARE TO BE CORRECTED BEFORE THE HOME CAN BE SOLD.