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Ohio Administrative Code

Rule 4781-11-17 Manufactured housing dealer business establishment.

Effective: November 12, 2026

A manufactured housing dealer is to have an easily recognizable established place of business an office, that meets all of the following requirements:

(A) An office that is permanent in nature, of a size and with office equipment and supplies that are sufficient to assist in conducting the business of selling at retail, displaying, offering for sale or dealing in manufactured housing year-round. The office is to have, at minimum, a business telephone in service at all times that is generally available to the public and is answered in the name of the manufactured housing dealer. The business telephone number will be legible and posted in a conspicuous place in public view. A manufactured housing dealer will notify the superintendent of real estate and professional licensing in writing within fifteen days of any change in the business location, mailing address and/or telephone number.

(B) The office is to have adequate electric lighting, electrical service, heating and ventilation that is sufficient, secure and safe for a retail office environment. The entire premises, including any plumbing fixtures, is to have no current violations of any applicable building or zoning requirements. Upon the request of the superintendent, the dealer is responsible for providing evidence to show building and zoning requirements have been met. Upon request of the dealer, the superintendent may consider and may approve reasonable variances to these requirements except for variances to the building and zoning requirements.

(C) Except as provided in paragraph (E) of this rule, the office:

(1) Is clearly identified, easily accessible, and open to the public a minimum of thirty hours a week, at least six of which occur Monday through Friday. The business hours are to be legible and posted in a conspicuous place near the entrance of the office;

(2) Includes a lot of at least three thousand five hundred square feet, not including driveways, with adequate ground cover of a hard surface (gravel, concrete, etc.) to prevent the collection of dust, mud, water, or other unsightly conditions; and

(3) Maintains the display lot separate from any other business or residence with a permanent physical barrier that is sufficient to deter normal vehicular and pedestrian traffic.

(D) An established place of business that is used for selling at retail, displaying, offering for sale or dealing in manufactured housing is considered used exclusively for that purpose even though its office is located in a manufactured home community or office complex, and even though rent and other activities related to operating a manufactured home park take place at that same location. The dealer's office in a manufactured home park is to be staffed by someone licensed and regulated under

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this chapter who could reasonably assist any retail customer, with or without an appointment, but such established place of business need not satisfy office size, display lot size, and physical barrier requirements as referenced in this chapter.

(E) A manufactured homes dealer located in an actively licensed manufactured home park is not required to meet the following requirements:

(1) Maintain a lot for the established place of business of at least three thousand five hundred square feet; and

(2) Strictly adhere to holding the office open to the public at least thirty hours per week. To meet this exception, during the thirty hours per week, the dealer is to:

(a) Ensure that readily identifiable contact information for the owner, partner, officer or licensed salesperson is posted in a way which makes it clearly visible and readable from the exterior of the office during times that the owner, partner, officer or licensed salesperson is away;

(b) Ensure that the posted contact information includes a telephone number marked in a conspicuous manner so that a consumer may contact the office staff for assistance; and

(c) Ensure that, if absent from the office, the owner, partner, officer or licensed salesperson is able to return to the office in a reasonable period of time to assist the consumer.

(F) In all cases, the office is to be staffed at all posted hours by an owner, partner, officer or licensed salesperson.

(G) A model manufactured home located on the manufactured housing dealer's lot or site may be used as an office provided all other requirements under the Chapter 4781. of the Revised Code and agency 4781 of the Administrative Code are met.