



# Final Transcript

## **HUD: Manufactured Homes & EnVision Centers**

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### **SPEAKERS**

Judy Ayers Britton – HUD Housing Program Specialist

David Berenbaum – Deputy Assistant Secretary for the Office of Housing Counseling

Ivery Himes – Deputy Director for Disaster Initiatives

Teresa Payne – Administrator of the Office of Manufactured Housing Programs

Jason McJury – Deputy Administrator, HUD

Virginia (Ginger) Holman – SF Housing Specialist, HUD

### **PRESENTATION**

Moderator                      Ladies and gentlemen, thank you for standing by and welcome to the  
  
Manufactured Homes and EnVision Centers conference call. At this time,  
  
all participants are in a listen-only mode. [Operator instructions]. As a  
  
reminder, this conference is being recorded.

I would now like to turn the conference over to our host, Judy Ayers  
Britton. Please go ahead.

Judy

Good afternoon, everybody, and good morning to some of you on the West Coast. Thank you so much for joining us today for our Manufactured Housing and EnVision Centers and the office of Housing Counseling working together to strengthen communities by increasing homeownership opportunity. I know that's a long title, but I think it really encompasses what we're trying to do here today. You'll notice on your screen that audio is only available through the conference line, and the phone number is listed there for you to call in.

So to go over just a few webinar logistics, the audio is being recorded, and the playback number along with the PowerPoint and the transcript will be available approximately seven to ten days on the HUD Exchange. The handouts were sent out prior to the webinar this morning and they're also available in the control panel. You can click on the document and it will start downloading.

For questions today we're only going to take them through the question box, and you can also send them to [housing.counseling@hud.gov](mailto:housing.counseling@hud.gov). But since we have such a large group, we're going to limit to the question box and our presentation is full of great information and will probably take the

entire hour. So feel free to submit your questions any way that's listed here.

And for the certificate of training, if you logged into the webinar you should receive a certificate approximately 48 hours after the webinar. Once you get it you can print it and save it for your records. Later on, if you want to get credit for this training at another time, you can go into our webinar archives and you can either find this presentation by date or by topic and that way you can get credit as well.

With that said, I am going to turn it over to David Berenbaum, our new Deputy Assistant Secretary for the Office of Housing Counseling.

David

Thanks so much, and happy and healthy New Year to all viewing this webinar today. Thank you for all that you're doing to work with individuals and families who are impacted by the pandemic and economic challenges at this time.

As you know, my name is David Berenbaum and I'm the new Deputy Assistant Secretary for Housing Counseling at the United States Department of Housing and Urban Development. I want to thank you for

joining us today for this continuing education webinar focused on providing information designed to augment your counseling sessions with consumers who are considering the purchase of a manufactured home.

Today's virtual presentation will highlight the affordable housing opportunities offered by Manufactured Housing and the Office of Housing Counseling is sponsoring this webinar in partnership with HUD's Office of Manufactured Housing programs.

HUD-approved housing counseling agencies and their certified housing counseling practitioners have been helping consumers across America to make informed housing decisions for more than 50 years. We are also joined today by leaders from the nation's EnVision Centers. Welcome.

Many of you may not be familiar with the affordable housing opportunities provided by manufactured housing in rural, and to a growing extent urban and suburban communities. In fact, as leaders of EnVision Centers and housing counseling agencies, you may be surprised by the homeownership opportunities presented today.

Subsequent to today's program, it's our hope that you will continue to collaborate to expand housing opportunities for all and that you will learn more about how you can support working families in financing and purchasing an affordable, well-constructed modular or manufactured home of their own.

It's now my pleasure to introduce our expert panelists. Speaking first will be Ivery Himes, Deputy Director for Disaster Initiatives. Ivery and her team coordinate disaster recovery and response as well as the continuity of operations for HUD during a major disaster. Teresa Payne will then make her presentation. Teresa serves as HUD's Associate Deputy Assistant Secretary for the Office of Regulatory Affairs and Manufactured Housing and as the Administrator for the Office of Manufactured Programs.

Let's get started and thanks for joining us. Ivery?

Ivery

Good afternoon. Welcome. It's nice to have you join us as we present another HUD program that has been in effect for quite a while now but a lot of people don't know much about it.

So as a nation we're grappling with a lot of things today. There are lots of uncertainties, uncertainties about our economic status, uncertainties about civil unrest and also uncertainties as well about when we're going to be able to come back together as one. So we're hoping that today you will learn more about another program that is going to help you hopefully to work with your program participants in finding them an affordable, safe, beautiful property or home in which to live.

We hope you enjoy the presentation by my colleague and the Administrator of the Office of Manufactured Housing Programs, Ms. Teresa Payne.

Teresa

Thank you, Ivery. Great to be here today. Thank you, David and Ivery, for that introduction. I love collaborating with other offices within HUD and I'm very passionate about manufactured housing as a non-subsidized affordable housing option for consumers. Thank you so much for asking us to be here today. I'm so happy with the number of attendees we have participating, so thank you for taking time out of your day to participate.

Today we're going to be discussing HUD's Manufactured Housing Program, and I bet you couldn't tell that this picture on the screen is a manufactured home. So we will see lots of great pictures today.

Our brief agenda for this seminar will be kind of giving a background about HUD, our overview of the program, our consumer support mechanisms, all of the advantages of manufactured housing, some purchase decisions and considerations when purchasing manufactured housing, financing considerations and just some general other resources, so that's where we're going. That's the roadmap for today.

So first, let's talk about some background of the program. Here's a picture of a pre-1976 home when HUD did not regulate the program and a manufactured home of today, which doesn't look like your typical manufactured home in the earlier picture. The National Manufactured Housing Construction and Safety Standards Act was enacted in 1974 and the first regulations were implemented in 1976, so that date is very important to us.

The Act was also more or less recently amended in the year 2000, which was the Manufactured Housing Improvement Act. The Act outlines the

purpose of the Manufactured Home Construction and Safety Standards, which is to protect the quality, durability, safety and affordability of manufactured homes. These are the four tenets of our Manufactured Housing Program at HUD and the Federal Standards.

Now, the Act gives HUD the authority to establish preemptive construction standards, and we're the only Federal program to do so. We also determine whether manufactured homes comply with those standards. We conduct inspections and investigations necessary to enforce the standards. We contract with separate and independent contractors or organizations to carry out monitoring and inspection work. We establish model installation standards and regulations. We establish and implement a dispute resolution program. And in the 2000 Improvement Act it did establish a Manufactured Housing Consensus Committee, which is a Federal Advisory Committee and only one of HUD's three Federal Advisory Committees that are run by HUD.

So back to the previous slide, the photo is just to point out, just so you take a look at the ingenuity, the innovation and progress of the industry over the past 45 years. Again, the photo on the left is before HUD was



involved, and now look how far we've come. It's really amazing. Now we can go to the next slide.

So I told you about what it says we have to do in the Act for the office, but then what's our mission? It really stems from what the purposes of the Act are, so it is to consider the quality, safety, durability and affordability of manufactured homes. And affordability is key because a lot of other Federal agencies don't have that requirement, whereas we do, so it's very important to us. It's sometimes challenging to execute, but it's very straightforward. We execute this mission through only 13 full-time employees in my office located in Washington, D.C., along with the help of five separate contractors.

What is a manufactured home? Well there is a picture of one on this slide, but what does that mean? Let me start with what we're not. We're not modular homes, which are built to state and local codes, even though they can also be transported over the roads. And we are not recreational vehicles. As I said, modular homes are built to state and local codes and RVs are built to a voluntary vehicular standard. For example, they don't have any formaldehyde requirements, whereas we do.

Manufactured homes are built to our standard and they bear a manufacturer's certification label on each transportable section, and that is the red metallic label you see on this slide, and it is on each section of every manufactured home. It is the manufacturer's certification that the home is built to HUD standards, and manufacturers pay HUD \$100 for each certification label for HUD's oversight and inspection program. That's really the only federal fee involved in this program, which is a lot cheaper than state and local permitting and inspection fees.

I'll quickly go over a few statistics that you may not be aware of. We are, as manufactured housing, a critical piece to the affordable housing solutions and a potential keystone of all of HUD's housing programs. So we're very proud of where we are in our position. We are the largest source of unsubsidized affordable single-family housing in the United States. We are 10% of single-family starts, and one in five homes in rural America is built to our code, primarily because it's a lot less expensive. Ninety-six percent of our customers or homeowners have an annual household income of \$50,000 or less, and as I said, we are the only national preemptive building code in the United States.

This is a picture of what a manufacturing plant actually looks like.

There's a lot of construction going on and a lot of activity. We have seen as an industry production increases year-over-year since the year 2009, when production was at its lowest.

In fiscal year '20, because that's how we calculate things and keep track of thing is by fiscal year, we had nearly 146,000 transportable sections, which totaled almost 94,000 homes, and I'd really love to see that number get to 100,000. We had 43,000 single-section homes and 51,000 multi-section which were double-wides or triple-wides, so just larger homes consisting of more sections or floors of manufactured homes.

During the pandemic we did have 29 plants that were closed at the height of it, 44 were not allowing visitors. But right now all 135 plants are operating and open, and some still do not permit visitors just for safety reasons. But things are running smoothly and everything is operating and production is good.

Here is our oversight of the nationwide program which is HUD's responsibility. HUD partners with many states that assist in carrying out certain activities on behalf of HUD. This program was created as a

federal-state partnership, so states are a valued piece of how this program was designed to run. Currently there are 33 states that function as state administrative agencies and HUD serves that role in the states that choose not to do that, and those are the green states on the map.

The installation program which I referenced, so the installation of manufactured homes is regulated in part by all levels of government, local, state and federal. HUD sets forth minimum nationwide standards. HUD also reviews and accepts states that choose to oversee installations in their states. Many times this includes inspection programs and oversight by and through local governments as well.

When a state chooses not to oversee installation, again, it kind of reverts back to HUD, and then it's HUD's responsibility to oversee those activities. Currently there are 36 states that run their own installation programs meeting our minimum standards and then HUD runs the installation in those other states, which, again, are green on the map.

HUD also has a Dispute Resolution Program. HUD always tries to achieve remedies at the lowest level, and the dispute resolution, or DRP, as we affectionately call it, is the last stage really before litigation and only

involves complaints that have been made within the first year of installation. So it only applies to new homes within one year of installation, and it also usually involves disputes that nobody takes the ownership to fix and nobody wants to fix the problem.

Usually in those cases we have seen repairs are costly and complicated, like having bowed walls, cracks, cabinet damage, etc. Twenty-six states run their own Dispute Resolution Program and again when states choose not to it reverts back to HUD.

I'm going to take one quick break and get my dog off the bed because he doesn't like to get down by himself. So hold on one second. Okay, we're like on live TV.

So that does remind me of a case where there is a manufacturer called Sunshine Homes in Alabama and they also own a dog food production company, so they make dog food as well. When you buy a Sunshine Home they always include a free bag of dog food underneath the kitchen sink. So I love that.

Now we can go to the next slide. Okay, previous slide. The HUD Consumer Support Programs. So if there's a defect in the home that was introduced into the home during the production or manufacturing of the home, the manufacturer is under an obligation to correct it during the lifetime of the home. That is an amazing warranty and kind of peace of mind that you don't necessarily get with stick-built homes.

I will run through our regulatory oversight program, which I always describe it as kind of a cradle-to-grave program. We start with the design of the home, so the home is designed by the manufacturer and it may integrate consumer requested options. Those designs are reviewed, and if compliant with HUD's standards would be approved by a HUD-approved third-party inspection agency, and they stamp it with their stamp of approval.

Homes then begin the construction process and go into the first stage of production and undergo manufacturer inspections in accordance with the Quality Assurance Program. Quality system oversight is performed by HUD-approved third-party agencies and includes the physical inspection of each home in at least one stage of production.

After the homes are built and the certification label is affixed, the homes are shipped for installation at the final home site. The homes are installed by a licensed installer under the purview of the state or HUD-run oversight or program. Upon occupancy, the consumer may have issues to be fixed, and those issues may have remedies through consumer protection support.

So now we'll talk about once the home is installed, the consumer's living in the home, what kind of remedies and protections do you have under our program? Consumer issues, again as I said, are ideally addressed at the lowest possible level. We always try to first go back to the manufacturer or retailer or installer. So should a complaint not be resolved to a consumer's satisfaction, there may be state-based consumer complaint programs that could assist the consumer. If the complaints aren't resolved by the initial involvement through the consumer complaint program, the issues may rise to the level of HUD and/or the state administrative agency.

Sometimes complaints are sent directly to HUD and to the state administrative agency, which we then try to resolve them at our level.

Sometimes a complaint issue is found to be caused by the home manufacturer and introduced into multiple homes because they're built on a production line. If it's determined that multiple homes may be affected,

then a manufacturer is required to conduct investigations and may be required to notify all affected homeowners, and depending on the seriousness of the issue, correct all affected homes. A consumer may have a problem, they don't know it's a problem or they haven't realized it, and it may be fixed without them even knowing, which would be a great outcome.

Lastly, should any party involved in a consumer complaint not be satisfied, that party can proceed to request a dispute resolution. This is usually, again as I said, the last resort before litigation and we try to resolve those issues as well.

What are some of the advantages of manufactured housing? If you haven't been in a newer manufactured home, you'll be pleasantly surprised. The options for today's consumer are much more like traditional homes than they were 30 years ago. Many of them feature innovative designs and custom home features, like spacious living spaces, state-of-the-art kitchens and luxury bathrooms.

I want to go back to, "Why Consider a Manufactured Home?" Yes, this slide. I just want to give some other points on this slide about



affordability and quality. Today's manufactured homes are built to the Federal Code and can provide outstanding quality and performance at prices ranging from 10% to 35% less per square foot than conventional site-built homes.

The certification label is evidence that it's undergone a thorough review and it's built to our standards. The HUD code is the building standard to which the home is built, and the HUD code is specifically designed for compatibility with the factory production process. And in fact, we just updated our standards this week, so if you're on LinkedIn please check out FHA's information, and Brian Montgomery just gave a huge kudos to my office for getting this new set of updates to the finish line, so that was terrific. Okay, next slide.

Quality and safety. Quality, we're always concerned and trying to update the quality of our product. The design and structure is monitored by HUD. The certification label ensures it's been inspected and HUD code specifies performance standards, not prescriptive standards, which gives the manufacturers more flexibility in designing the home and it covers such things like heating, plumbing, air conditioning, thermal and electrical systems.

And safety, we're always concerned with safety. Homes built today are as safe as site-built homes and are built to consistent standards due to uniform minimum requirements of the HUD code. In fact, the new update I just mentioned, just published this week, included a requirement for carbon monoxide alarms, which is definitely a newer requirement and a great safety feature for consumers.

And affordability, as I said, we have that requirement to look at and evaluate and be concerned with affordability because we also want to make sure these homes are affordable for consumers. The average home price, excluding land, is about \$84,000. As I said, prices are less per square foot than site-built homes and the median household income for residents is under \$66,000.

Customization. Isn't this a gorgeous picture? Manufactured homes include many of the same luxury amenities found in traditionally-built new homes, including high-end amenities like granite countertops and other high-end fixtures. They have the ability to customize to fit the needs and preferences, whereas years ago it was just kind of you go to the lot, what you see is what you get. If you want to purchase it, there it is.

However, now there is a lot of customization. When you go to a retailer you can select what you want, and then it's built after that and probably is ready in just a few months, depending on if they have a backlog or not. So again, many of the same interior luxury amenities are found in site-built homes.

So now we will go and see some sample photos. In this one, here are some examples of new manufactured homes. I would encourage you to go to a retail lot and walk through some of these because you will be amazed.

The next slide shows a great open floor plan. Here's another open floor plan with high ceilings. Now this bathroom—I've been in some of these bathrooms and master baths that are so beautiful and nice. In fact, this is probably nicer than my master bath because I don't even have two sinks.

What are some purchase decisions and considerations? Buying a manufactured home can be relatively simple. Using retailer networks, manufacturers market and sell the homes to consumers.

One of the questions a prospective purchaser may ask themselves is whether they want to order a custom-designed home, like I just talked

about, or whether there's inventory to buy at a retailer location. Most, if not all, manufacturers have many options and features available for consumer selection and design.

It used to be much more common, as I said, to walk onto the retailer's lot and just purchase something there that's on the lot and wouldn't necessarily have what you would have picked out. But due to economics involved with retailer financing of their inventory homes and the movement to really address consumers' needs and what options they want, retailers have really changed to be more like design centers, similar to the process of selecting options if you bought a stick-built or site-built home.

So you can find a retailer near you. There are over 2,000 retailers with about 4,000 locations nationwide. This is a great photo for this slide I think, because again, our recent update to the standards that we just published this week in the Federal Register included two-story construction just like this. This home looks like it's a total of four units, two up/two down and connected in between. Our recent updates included the indoor requirements to make it easier to build the stairs and things like that for this two-story construction, so I'm hoping this can be utilized and be more of an option to consumers.

Another consideration buyers should think about: where do they want to live? Where will the home be actually sited? Do they have their own land or do they want to move into a manufactured home community, which used to be called a trailer park but we don't call it that anymore. We call them manufactured home communities. And remember that manufacturers only sell the homes, not the land.

Another consideration for purchasers to think about, is are they going to own the land where they put the home or are they going to rent the land? So where the home will be placed is a huge consideration. Homeowners will need to decide if they wanted to rent or lease the land on which the home is placed or buy it to own the land. That's critically important in determining what kind of loan will be obtained.

If renting or leasing the land, a chattel loan or an FHA Title 1 loan would be an option. Whereas, when a home is placed on owned land there's an opportunity for more traditional financing, such as FHA's Title 2 program, where the home is affixed to the land and made part of the real estate rather than personal property.

Approximately 40% of manufactured homes are built on land leased from land leased communities or manufactured housing communities. There are an estimated 50,000 of these communities nationwide, so there should be a community near you.

Other considerations are really, how are you going to install the home? The whos and whats and whens of manufactured home installations are also generally consumer options. Who will do the installation? Some states allow a homeowner to do their own or you could get a licensed installer to do the work.

What kind of foundation will you have? Will it be the pier and anchoring type of system or a permanent foundation, and what's the general schedule of how long it's going to take? These decisions will generally need to be made during the purchasing process.

After you think about all the purchasing, you have to think about how you're going to pay for it and the financing considerations. Today's manufactured housing has the opportunity for many financing alternatives.

We already talked briefly about the consideration of what you're going to do with the land, if you're going to own it or rent it, so that decision leads to what type of financing you're going to obtain. A manufactured home financed without being affixed to the land would result in a chattel or personal property loan. If it's affixed to the land and meets all the requirements, it could be real property.

Real estate versus chattel. Lenders consider how the home is classified or treated by the local taxing authority. Real estate in general, local government treats a manufactured home as part of the real estate when it's permanently attached to the land with a permanent foundation structure that's owned by the homeowner. And chattel, most local governments treat manufactured homes as chattel when the homeowner does not own the land underneath the home. However, even if a homeowner owns the land, a manufactured home may still be classified as chattel if it does not meet the local laws for real estate. So again, just some other considerations for purchasers to think about.

And you're always going to have to be concerned and consider interest rates for the various types of loans. Interest rates can vary based on the age of the home, the size of the home, the amount of the down payment,

the term of the loan, the site location and of course the borrower's credit.

And just generally, interest rates are higher on loans without insurance, like FHA or VA, or when it's classified as chattel property.

Historically, lenders tended to consider manufactured homes as personal property, not real estate. Chattel or personal property loans for manufactured homes required higher credit scores, higher down payments and higher interest rates. However, financing options for manufactured homes are changing, just like our homes are getting better.

Today's manufactured homes are of a higher quality, obviously that you saw in those pictures, than before. It increases the longevity of the dwelling and buyer interest has driven demand for more traditional financing for manufactured homes. Today's manufactured homes have much increased opportunity for traditional mortgages and better interest rates if buyers invest in a quality home, own the land and site the home on a permanent foundation.

Here are some types of federal mortgage assurance programs that encourage lenders to make financing available at a lower cost ultimately to the homeowner. So you have FHAs, Title 1 and Title 2. A Title 1 is for



chattel loans or personal property and Title 2 is for homes that are classified as real estate.

You also have the VA or Veterans Affairs Program for permanently affixed homes also as real estate, and of course you have to be a veteran and fulfill all their requirements. And then also there's programs under the USDA Department of Agriculture, and that is for homes that are eligible in rural areas. And as I said before, one in five homes in rural areas are manufactured homes.

FHA Title 1 mortgage insurance remains available, but does not have many lenders, and these are chattel or personal property loans.

Opportunities to obtain Title 1 can be more limited than Title 2. This program is run not out of my office, we're primarily the building code department, but it's run out of the Office of Single Family Housing at HUD, which is actually across the hall from my office in D.C.

For FHA Title 2, borrowers are required to affix the home to the land on the permanent foundation. It's subject to new and more lenient appraisal requirements, which is terrific, that were also recently issued by the Office of Single Family Housing.

The GSEs are getting back in the business too, which is terrific. They have a few new manufactured housing programs. These homes are more affectionately called CrossMods, which I describe as a cross between manufactured homes and stick-built homes.

Today's modern manufactured homes include this emerging category built to the HUD code with additional characteristics found more commonly in site-built homes, including high pitched roof lines, interior drywall finishes, increased energy efficiency, covered porches, dormers and attached garages and carports.

The GSEs have recognized that these homes represent a unique category of manufactured housing and have implemented programs, including Fannie Mae's MH Advantage, and Freddie Mac's CHOICEHome Program. Each program has established specific construction attributes beyond the HUD code to be granted this MH Advantage or CHOICEHome certification. I'll just briefly go through each program to give you an idea of what they require.

Fannie Mae Advantage Program requires it's built to the HUD code. It is a multi-section property, so it doesn't apply to single-wide homes, and it

meets certain construction architectural designs or aesthetics that is in keeping and more aligned with traditional stick-built homes. And as I said, they include lower profile foundations, so they're set lower to the ground. They have pitched roofs with eaves, drywall throughout, wood or veneered wood kitchen and bath cabinets, exterior siding requirements, driveway and sidewalks, attached garages or porches. It will also have an MH Advantage sticker, and it's only applicable to principal residents or second homes, and it's to be placed on land owned by the borrower.

One other thing, one other feature, it has to be installed with a driveway and a sidewalk connecting the driveway, carport or detached garage to a door or attached porch. So again, more in line with stick-built homes.

Freddie Mac's CHOICEHome program requirements are very similar to Fannie Mae's, but some of the eligible properties and property types are primary residence, designed again as a multi-section property, so no single-wides, minimum roof pitch of 4 to 12 with 4-inch eaves, it's on a permanent foundation, and it's designed with a low profile, meaning it's set lower to the ground. And it must include at least two of the following features, either attached/detached garage or carport, dormers, covered porch, etc., and siding materials may be of things such as vinyl, fiber

cement, which is otherwise known as hardy plank, stucco or engineered wood siding. So again, a lot of the traditional features. They also have drywall finishes throughout and they exceed the current HUD energy efficiency requirement, so they're even more efficient than our standards.

As I mentioned before, there's a new Manufactured Housing Appraisal Mortgage Letter. It was issued in December of 2020, not by my office but by the Office of Single Family Housing, and it updated the guidance for appraisal comp selection criteria under FHA Title 2 Single Family Forward and Reverse Mortgage Programs. That is definitely a move forward in the right direction, so that is terrific.

The appraiser must include a sufficient number of sales to produce a credible value, and the appraiser must include at least two manufactured homes in the comparable sales grid, except for manufactured homes with documented certification of compliance with that Fannie Mae MH Advantage or Freddie Mac CHOICE Home program requirements. So they're all coming into alignment.

Now, starting with this picture we'll go through a few examples of pictures showing these external characteristics we were just talking about.

Here's an example of a covered porch, and it's set low to the ground, so it's really hard to tell it's a manufactured home. Also, not one of the requirements but I love that nice big kind of bay window in the front. I think that's a lovely feature.

Here's a home with interesting detail in the roof pitch and design and with a covered porch and it looks like there might be a sidewalk probably connecting it to a driveway or something like that. Now, here's a manufactured home with a beautifully attached garage, a nice sidewalk and you see how low it is to the ground. Traditionally, you'd have to go up probably four steps to get to the manufactured home. Now it's set lower to the ground to compare and be a comp really to stick-built homes.

So here, let's talk about a few other resources in our arsenal of manufactured housing resources. There's a lot of information online for consumers, manufacturers, retailers, the housing organizations, housing counseling, etc. Here are all the links to my office, the Office of Manufactured Housing Programs, the FHA Resource Center. If you have any financing questions, Title 1, Title 2 for FHA, please call them. There's the link to the Title 1 Program and then the Fannie Mae Advantage Program and Freddie Mac CHOICE Home Program. Then the

Veterans Administration and then USDA, to cover those rural eligible properties.

I think that kind of sums up my presentation. I'm happy to turn it back over to Ivery. Again, thank you so much for inviting us. Really happy to be here. If you have any questions we are here to assist and answer anything, so please reach out.

Judy

Ivery, I think you're on mute. Unmute your phone.

Ivery

Alright. Thank you for that. Thanks, Teresa, for doing a great job on identifying all the requirements needed for folks to get a manufactured home, and more importantly, the change in the industry and the improvement on manufactured homes and how lovely they are.

I can tell you guys firsthand that my mom had one. When she retired she moved back to her family home, the area in North Carolina, and she purchased land and she was able to build a house on the land that she purchased. And when she passed we were able to sell the home for \$148,000 and she had paid about \$60,000 when she purchased it.

So although the increase in value is not as quickly as it would be for a stick-built home, but it is still a home of value and it was affordable for her in retirement and she loved the home, and we were able to sell it to someone else who loved it. I encourage you to help your constituents if you are in areas where there may be low-density and also families and also areas where it's kind of rural, and this particular program could help a person or family get an affordable home. Thank you so much, and have a good evening.

Judy

Thanks, Ivery. And it looks like we have a few more minutes. We have about seven minutes until the webinar's up. I'm not sure. Let me reach out to Jason and see if we have any questions that need to be answered by the presenters. I see some of them have been answered throughout the call, but, Jason, if you want to take your phone off mute and let us know if we have any questions that Teresa can answer for the audience.

Jason

Yes. At this point I think most of the questions have been sort of circumstance and situation-specific, but we're doing our best to try to work through those Q&As in the chat box. So I don't think so.

Judy                      Okay, perfect. Perfect. So those questions will be answered, just so the audience understands. We will get a response out, either individually or as a group, if it's a generic question and we will get that out to you after the event.

So with that said, I think we have completed our mission here today. And unless one of the presenters has something else to say, I think we're closing the meeting. Any other questions after the event closes can be sent to [housing.counseling@hud.gov](mailto:housing.counseling@hud.gov) and make sure you [overlapping voices].

Ginger                    Judy, this is Ginger.

Judy                      Oh, great. Hi, Ginger.

Ginger                    Hi, Judy. Yes. Since people initially had a problem calling in and may have missed the beginning part, I just wanted to remind everybody that the presentation, a written transcript and an audio replay number will be posted on HUD Exchange in about a week. So if you think you missed something you'll have the opportunity to hear it again.



Judy                      Wonderful. Thanks, Ginger, and thank you, everybody. Thank you, presenters. Great job, Teresa. Great job, Ivery. Thank you, David. Thank you, Jason and Ginger. And we will let you have your day back. Have a great day.

Ivery                      Bye.

Moderator              Thank you. That does conclude our conference for today. Thank you for your participation and for using AT&T Executive Teleconference. You may now disconnect.