



Manufactured Housing Division

*Texas Department of Housing
& Community Affairs*

**Board Executive Summary
and FY 2025 Report**

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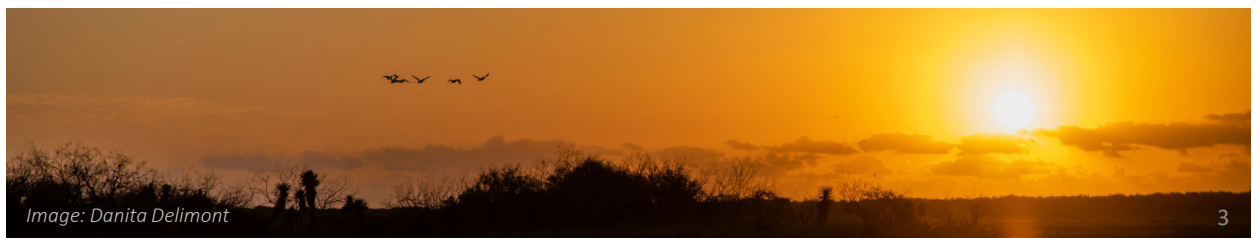




Manufactured Housing Division

The Manufactured Housing Division (MHD) of the Texas Department of Housing and Community Affairs administers the Texas Manufactured Housing Standards Act. Because of its regulatory nature, MHD has its own board and executive director. The policy-making body of the Division is a five-member board, appointed by the governor with the advice and consent of the Texas Senate. The members hold office for staggered terms, with the terms of two or three members expiring on January 31 of each odd-numbered year. Members must be registered voters and may not hold another public office. These are non-salaried positions, and the Governor designates the chair.

Board Member	Term Expires	Hometown
Chair		
Ronnie M. Richards	1-31-2029	Clear Lake Shores
Jim Brady	1-31-2031	Arlington
Joe Christian	1-31-2031	San Antonio
Joe Gonzalez	1-31-2029	Round Rock
Keith C. Thompson	1-31-2029	Lubbock
Executive Director		
Jim R. Hicks	At the pleasure of the Manufactured Housing Division Board	Georgetown





AGENCY MISSION

HOW WE DO IT: Functional Alignment

Each functionally-aligned area works in concert with:

- The Office of the Governor;
- The Texas Legislature; and
- Local Municipalities



The Division is separated into several different program areas to better serve our populations:

- Customer Service;
- Production (Processing of Statements of Ownership);
- Compliance and Regulations;
- Field Operations;
- Document Control and Tax Liens;
- Financial Administration; and
- Training.



FY 2025 Progress

WORKLOAD MEASURES





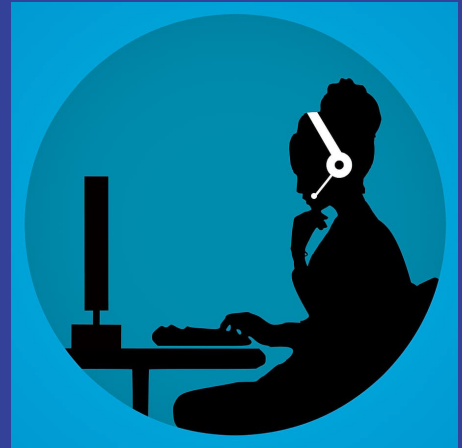
FY 2025 Progress

Core Work: Customer Service Department

The Manufactured Housing Division's Customer Service Department facilitated

over **81,000**

customer service interactions this year, including:



8,977

Customer Service E-mails Answered



65,236

Customer Service Calls Received



1,838

Walk-In Customers



5,327

Compliance & Regulations Calls Answered

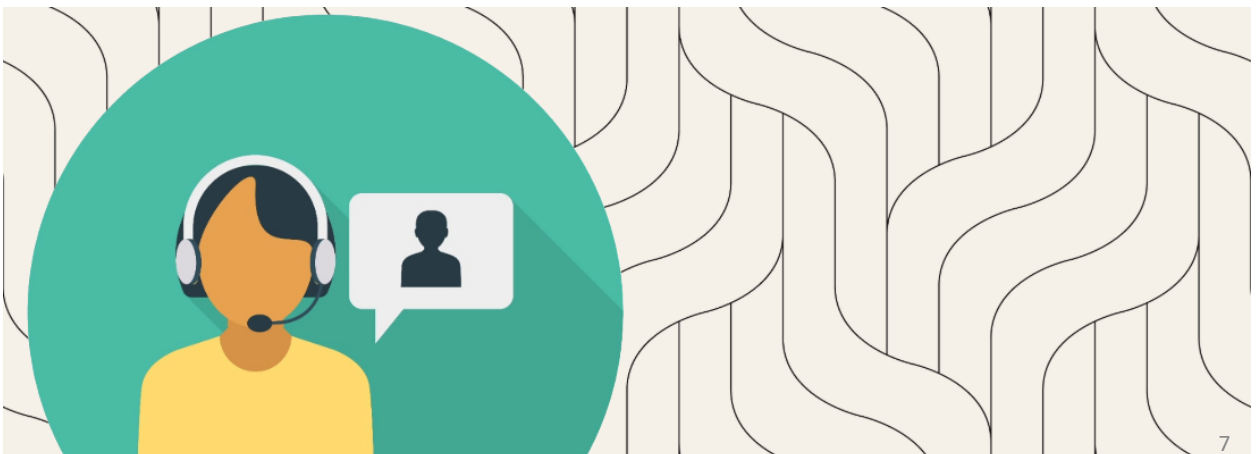


FY 2025 Progress

Core Work: Customer Service Department

CUSTOMER SERVICE – CALLS AND WALK-IN DATA

	FY2025	FY2024	FY2023
Incoming Calls – English	60,071	60,910	71,840
Incoming Calls – Spanish	5,165	4,397	2,480
Total Calls Received	65,236	65,307	74,320
Total Calls Answered	60,182	59,261	63,465
Percentage of incoming calls answered	92%	91%	85%
Walk-In Customers	1,838	1,746	1,640





FY 2025 Progress

Core Work: Processing/Production



	Applications for SO Rec'd	Avg. Application Processing Time	Statements of Ownership Issued
FY 2025	86,768	4 days	56,254
FY 2024	83,305	4 days	55,590
FY 2023	86,499	4 days	54,229
FY 2022	85,930	4 days	57,114





FY 2025 Progress

Core Work: Inspections

INSTALLATION INSPECTIONS

	FY2025	FY2024	FY2023
Reported Installations	19,270	17,274	17,969
Attempted Installation Inspections	18,055 (94%)	16,780 (97%)	17,558 (98%)
Successful Installation Inspections	16,544	15,697	15,666
Unsuccessful Installation Inspections	1,623	1,261	1,889
Success Rate (per attempted)	90%	94%	88%
Success Rate (per reported)	85%	91%	87%
% of Inspections within 45 day self-imposed goal (90%).	96%	98%	97%
% of Inspections within 60 day self-imposed goal (95%).	98%	99%	99%

DEVIATIONS SUMMARY

	FY2025	FY2024	FY2023
Footings	36	59	20
Site Prep	66	42	66
Anchors	142	153	152
Home Connections	24	28	30
Piers	77	57	69
Ties	127	120	164
Crossover Connection	98	89	115
Pier Placement	161	202	135
Skirting (New Home)	23	17	31
Weatherproofing	174	138	169
TOTAL	928	905	951

DEVIATIONS BY REGION

	FY2025	FY2024	FY2023
DFW	60	55	82
Edinburg	45	42	38
Houston	96	57	143
Lubbock	31	19	33
San Antonio	215	190	152
Tyler	63	63	124
Waco	149	177	160
TOTAL	659	603	732



Image: SHELL



FY 2025 Progress

Core Work: Compliance Inspections

INSPECTIONS			
CONSUMER COMPLAINT INSPECTIONS	FY2025	FY2024	FY2023
Consumer Complaint Inspections Conducted	314	328	362
Inspections beyond 30 days	0	0	13
OTHER INSPECTIONS	FY2025	FY2024	FY2023
Habitability Inspections	507	357	365
Retailer Damage Assessments of Damaged Homes	14	669	9
Installation Inspections for FEMA	0	0	0
Installation Inspections for GLO	0	0	0

COMPLIANCE REVIEWS/SAA INSPECTIONS				
	FY2025	FY2024	FY2023	FY2022
Retailer	458	586	572	437
Installer	80	102	66	39
Manufacturer	35	44	32	7
Total	573	732	638	483





FY 2025 Progress

Core Work: Document Control

TAX LIENS			
	FY2025	FY2024	FY2023
Manually Entered	2,120	1,995	1,132
Manually Released	1,726	1,779	1,701
Electronically Entered	200,751	207,832	215,319
Electronically Released	67,341	92,549	93,325
Removed for Exceeding 4 Years	115,715	120,973	127,030





FY 2025 Progress

Core Work: Licensing & Training

Issued **2,518***
(100%)

New/Renewed Licenses
within 7 days (1.28 days avg)

**including 318 updated reprint licenses*



Licensing Education Course (LEC)

Core LEC – 887 students (+11% over FY24)

Retailer LEC – 201 students (+10%)

Installer LEC – 173 students (-2%)

Total – 1261 LEC classes (+9%)

9,048 hours of education provided (+9%)

NEW!

Proctored Exams &
All-New Licensing
Education Courses
Debuted
11/12/2025

+4.1%

Increase in active
licensed population
over FY24



FY 2025 Progress

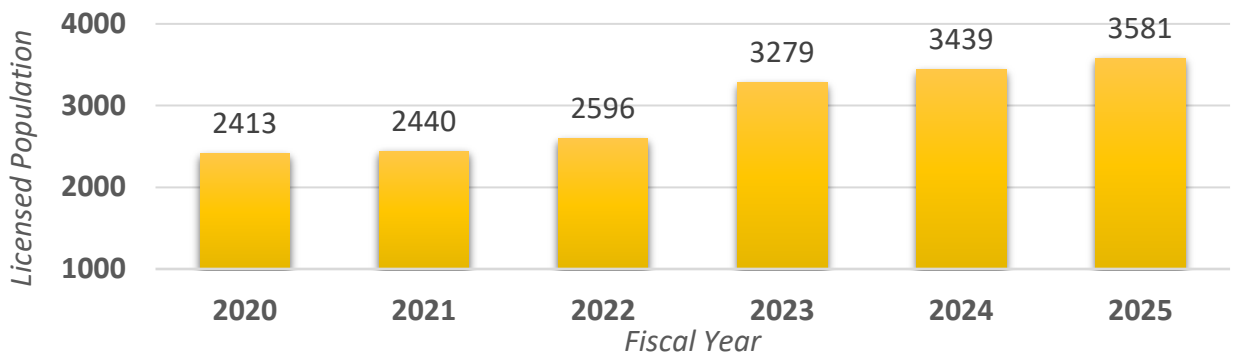
Licensees, by Type

The Manufactured Housing Division offers eight types of licenses, including three combination licenses, as shown in the table.

Below is a snapshot graph of our licensee population through FY 2025, showing growth and turnover in the personnel of the industry.



Growth in Total Licensee Population, FY 2020-25

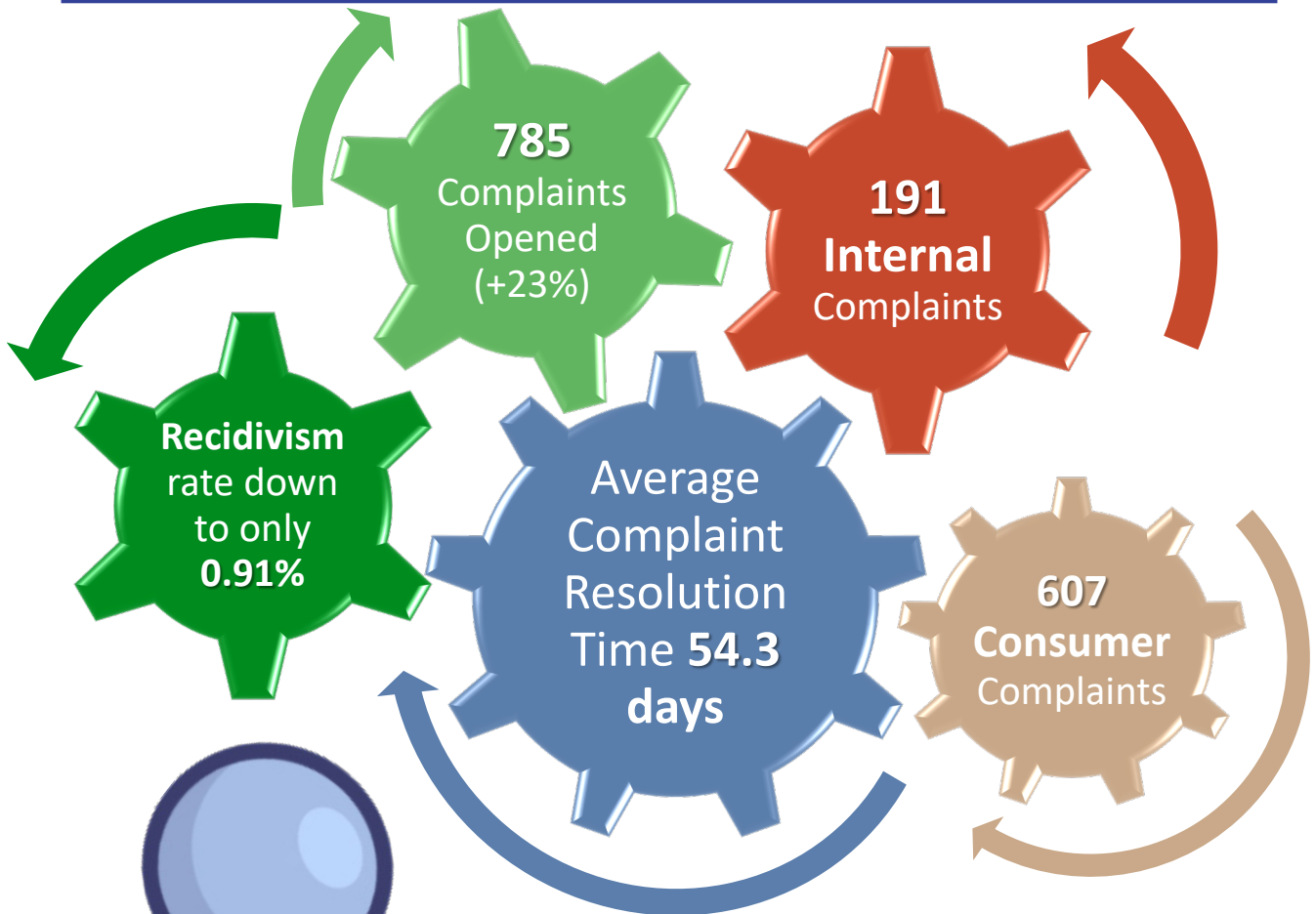


License Type	Total Active Licenses, FY25	Total NEW Licenses, FY25	Total RENEWED Licenses, FY25
Salesperson (S)	2050	779	617
Broker (B)	14	5	6
Retailer (R)	78	6	37
Installer (I)	200	26	87
Manufacturer (M)	51	4	20
Retailer/Broker (R/B)	46	5	18
Retailer/Installer (R/I)	320	33	146
Retailer/Broker/ Installer (RBI)	822	110	301
Updated Reprint Licenses	N/A	N/A	318
TOTAL	3,581	968	1,550



FY 2025 Progress

Core Work: Enforcement





FY 2025 Progress

Core Work: Enforcement

ENFORCEMENT			
	FY2025	FY2024	FY2023
Director's Disciplinary Meeting	0	0	4
Alternative Dispute Resolution	0	0	0
Hearings Held	1	0	2
Orders Issued	140 (57 warning letters)	87 (69 warning letters)	81 (71 warning letters)
Avg. Case Resolution (Days)	54.3	52.7	47
Illegal/Unlicensed Activity	19 (19 Internal Sources, 0 Consumers)	78 (78 Internal Sources, 0 Consumers)	78 (68 Internal Sources, 10 Consumers)
Administrative Penalties	\$50,900 (78 Respondents)	\$7,500.00 (6 Respondents)	\$6,250.00 (5 Respondents)

HOMEOWNER CONSUMER CLAIM PROGRAM			
	FY2025	FY2024	FY2023
Paid	\$54,899.87 (7 claims)	\$88,961.21	\$0
Reimbursed	\$54,899.87	\$87,191.20	\$6,874.44

DISMISSED CASES			
Reasons for Dismissed Cases	FY2025	FY2024	FY2023
Resolved prior to Violation	51	46	36
Corrected in Field	360	333	397
Issued SO (Licensee out of business)	8	8	8
Consumer Withdrew Complaint	1	4	5
Dismissed - Lack of Evidence	64	57	62
Out of Warranty	52	44	51
Opened in Error/Duplicate	6	9	3
TOTAL	491	455	562

FY 2025 Progress

DIVISION GOALS & ACCOMPLISHMENTS





FY2025 Accomplishments

Technology

Work with IS to ensure a seamless transition to new requirements for our online Texas.gov payment systems.



Status: Accomplished.

- *IS personnel worked to enhance, convert, and test our Exodus system to accommodate new software and service codes from DIR and Texas.gov's new vendor.*
- *This allowed us to seamlessly continue to accept online payments for Form T, Mortgage Lien Release, License Education Courses, and online Statements of Ownership applications.*
- *The new vendor's system provides us with new flexibility and tools to handle refunds, overcharges and troubleshooting payments.*





FY2025 Accomplishments

Technology

Work with IS to further enhance the GoCanvas App capabilities.

Status: Accomplished.

- *New Habitability Form was added to Canvas HD.*
- *Final Testing in Q4 successful; Go Live planned for Q1 of FY26.*

Education & Technology

Work with IS to revamp, enhance and refresh the MHD website.

Status: Accomplished.

- *Worked closely with the TDHCA webmaster, soliciting input from all program areas to drastically improve site flow and the organization of sub-pages on the MHD website.*
- *Website visitors are now greeted with a streamlined page, with large buttons and photos representing topics to peruse.*
- *Particular attention given to main webpage, license holders' pages, and Processing/Statements of Ownership pages.*





FY2025 Accomplishments

Education

Cross-train Agency staff and ensure better information flow.

Status: Accomplished.

- ***Cross-training:*** State Administrative Agency protocols, Device Approvals, and cross-training of all DC staff in mailroom procedures and protocols completed.
- SOPs updated in Compliance and Regulations unit.

Create and administer additional Inspector exams to improve State and Federal knowledge.

Status: Accomplished.

- Two exams related to TAC 80.24, and three exams related to federal Manufactured Home Construction and Safety Standards completed by inspectors.





FY2025 Accomplishments

Education

Continue to improve internal staff training and education.

Status: Accomplished.

- Held **onboarding training** for new staff, utilizing online course.
- Held **Teams meetings** for all Field personnel to disseminate information, enhance communication, and celebrate successes;
- Created educational **tutorials** related to specific inspector tasks and utilized monthly meetings to provide direct tutorials.
- Added weekly field **leadership meetings** to improve planning and develop strategies to streamline field tasks.
- Provided training to two new **board members** regarding agency history, laws and rules, and board member duties.

Provide quality external education to industry members.

Status: Accomplished.

- **Provided external training** to mortgage and title companies.



Image: unikyluckk



FY2025 Accomplishments

Education

Implement proctored LEC testing protocols to verify ID of candidates and improve testing security.

Status: Accomplished. *PSI Exams now proctors all online exams in a secured online or in-person exam environment:*

- *Candidates still have access to the searchable digital resource book, but ID is now verified, and they must complete the exam without outside assistance.*
- *Protocol changes were communicated with industry members and stakeholders via email and announced on the MHD website.*
- *MHD Education and Licensing worked with IS to coordinate. Scores are now auto-reported in Exodus and verified via an email to the LEC mailbox.*
- *MHD staff continue to verify and update scores, and produce LEC certificates in Exodus, for licensee candidates.*





FY2025 Accomplishments

Education

Introduce new online Licensing Education Course (LEC) for all licensing areas. Provide prior unfinished enrollees the opportunity to finish, or to take the new course.

Status: Accomplished. *The new course was launched, simultaneous with the new PSI-proctored testing protocols, during Q1.*

- *Candidates were given a 90-day grace period to finish the old course to facilitate extending provisional sales licenses.*
- *Starting Q2, all candidates now enrolled in new course and must take proctored exam at the end. Scores from PSI are not significantly different from previous scores:*
 - *86% of candidates pass first attempt*
 - *96% passing rates within three tries*
- *New 5-minute mini-module was added in Q3 to clarify expectations for courses and PSI Exams.*
- *Verbiage was added to auto-emails in Q4 to ensure a smooth transition to PSI and help candidates to pass exams.*





FY2025 Accomplishments

Efficiency

Reorganize staff to allow for Enforcement initiative.

Status: Accomplished.

- Reviewed **all agency areas** for **inefficiencies**, wasteful spending, and outdated or wasteful processes.
 - Reviewed agency workforce, cut spending, and eliminated programs or practices not required by statute or rule, ensuring efficient and accountable operations.
- **Staffing changes** implemented in Q3 to gain two investigators in Q4 at Austin HQ allowed seamless transition to the Enforcement initiative.
- During Q4, **enforcement initiative began**, following website announcement and communication with the industry.

Reassess agency budget to align with actual expenses versus appropriated amounts.

Status: Accomplished.

- Implemented variance analysis of budget versus actuals to **investigate root causes of costs**, allowing smarter decisions and more accurate financial forecasts.
- Allows for a **dynamic financial roadmap** that adapts to changing business conditions and smart operation within thin margins.





FY2025 Accomplishments

Efficiency

Ensure that as many Notices of Installations received by the department are attempted for inspection as possible, while safeguarding efficient use of travel budget.

Status: Maintained a **94% attempted inspection rate** in FY2025.

Ensure that a minimum of 90% of attempted installation inspections result in a successful inspection.

Status: Accomplished. Maintained **90% successful installation inspection rate** in FY2025.

Increase daily DC efficiency and proofing rate.

Status: Accomplished.

- Increased proofing rates from 70 to **100 applications per day**.
- Purchased Adobe split/merge plugin, which allows faster, more efficient scanning.

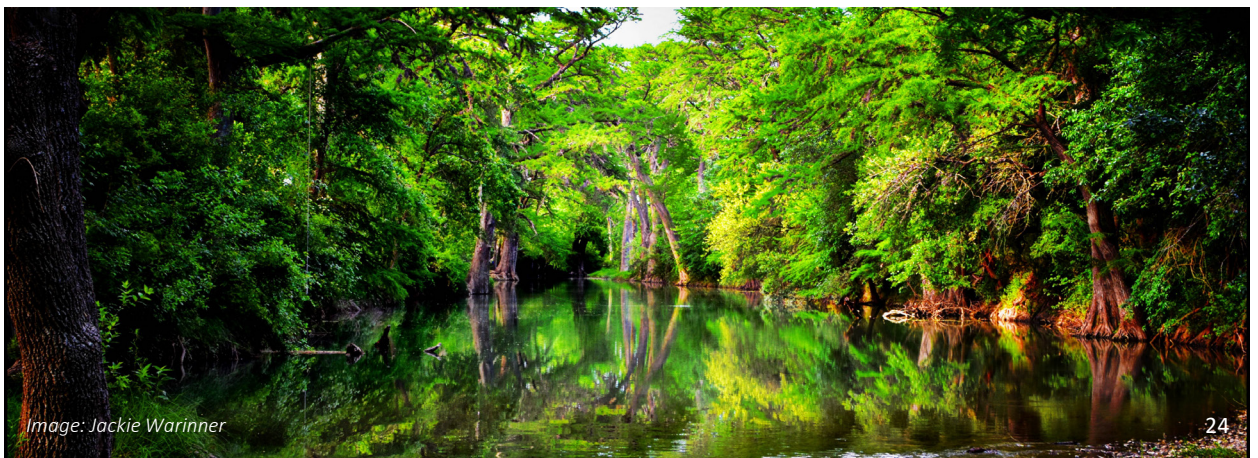


Image: Jackie Warinner



FY2025 Accomplishments

Efficiency

Improve the current call answer rate.



Status: Accomplished. Call answer rate was 70% in FY2022, 85% in FY2023, and 91% in FY2024, and improved to 92% in FY2025.

Continue to process statement of ownership applications within state-mandated time of 15 days.

Status: Accomplished. We maintained an average processing time of 4 days to process applications for Statements of Ownership.

Maintain complaint resolution time below 90 days.

Status: Accomplished. We maintained our case resolution time at an average of 54.3 days.



Image: sutlafk



FY2025 Accomplishments

Efficiency

Conduct bi-annual workload analysis of NOIs to ensure that workload assignments are balanced and efficient.

Status: Accomplished.

- *Analysis completed in Q1 and Q3; communicated to all field staff.*
- *Analyzed by county, region and inspector areas to increase practical efficiency as much as possible.*

Conduct monthly workload analysis of Notices of Inspection (NOIs) and open consumer complaints; communicate to staff.

Status: Accomplished.

- *Conducted monthly workload analysis of NOIs pending inspection per region and inspector and published to all field staff.*
- *Conducted monthly analysis of NOI inspection attempts per inspector and published to inspectors.*
- *Conducted bi-weekly analysis of open consumer complaint case workload per inspector, and published to inspectors, accompanied by Field Consumer Complaint Red Zone Log and Field Installation Deviation Red Zone Log.*



Image: Jason



FY2025 Accomplishments

Leadership

Continue to focus on employee morale, finding innovative ways to recognize staff for their unique contributions to the agency.



Status: Accomplished.

- Was able to do one ***promotion***, four ***reclassifications***, and two ***salary adjustments***;
- Hosted multiple staff ***breakfasts and luncheons***;
- Granted ***administrative leave time*** before/after major holidays;
- Allowed employees to wear ***jeans*** in winter and ***shorts*** in summer;
- Purchased new ***equipment*** and ***apps*** to improve productivity;
- Issued ***one-time merit bonuses*** to staff based on their evaluation score and longevity with the agency.

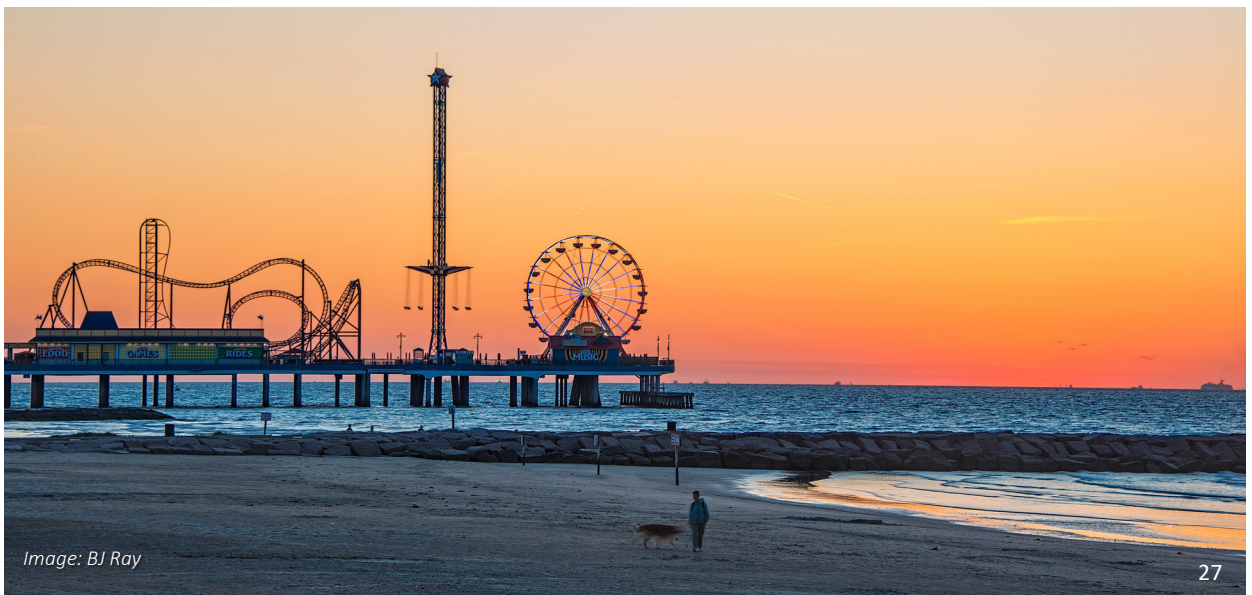


Image: BJ Ray



*Designed by the Multimedia &
eLearning Specialist, TDHCA
Manufactured Housing Division*