



## Manufactured Housing Rules & Regulations, Please Visit:

<https://rules.sos.state.ga.us/gac/120-3-7>

## Datasheets/ Dataplate Requests:

For Datasheet requests, please visit [www.citizenserve.com/oci](http://www.citizenserve.com/oci) and look under the Manufactured Housing Services section, select the option for label request. You should see the option for Data Plate Request. Once there, log in if you already have an account established with us. If not, click register now, and for registration type, select "contact" and enter accurate information in the required fields, then submit. Once logged in, select the search sub-type option you prefer; option 1, a response within 10 business days, or option 2, a response within 3 business days. Search fees are dependent upon the option selected: Option 1, \$100.00 or option 2, \$500.00. (if datasheets cannot be located, a refund will be provided to you).

## How to Report Lost Permits:

**If permits were lost by MAIL: (OFFICE SHOULD BE NOTIFIED IMMEDIATELY. IF PERMITS WERE NOT RECEIVED IN MAIL, THEY SHOULD BE REPORTED NO LONGER THAN A MONTH)**

1. Log into [www.citizenserve.com/oci](http://www.citizenserve.com/oci) and select "Home"
2. Scroll down to the "Manufactured Housing Services" and select "Label Request"
3. Select the option "Lost Installation Permit Report"
4. Complete the Form and Submit.

**If Permits were MISPLACED :**

1. Log into [www.citizenserve.com/oci](http://www.citizenserve.com/oci) and select "Services" and then select "Permits"
2. On the left side of the page, select "View Your Permits"

3. Locate the permit number that is missing, and select the "Edit Permit" option, check the "Lost Label" box, and then submit.

## How to Renew Manufactured Housing License:

- 1) Visit [www.citizenserve.com/oci](http://www.citizenserve.com/oci)
- 2) Log onto the portal with your username (If you do not know the password to log into the portal, please select forgot password and enter your username for a temporary password).
- 3) To download your forms (consent form and citizenship affidavit form) please select "Home" at the top of the page.
- 4) Scroll down to the Manufactured Housing Section and click "License Application" (From here you should see the forms to download at the bottom.)
- 5) Once the forms are downloaded, in the same location under "License Applications" select the option to renew. From here follow the steps and you will be able to upload your documents as well as pay online.

## How to Report Manufactured Installer Permits:

Due to everything being online, you would have to utilize the portal to report your installs. Not reporting online could eventually result in an error when you attempt to purchase more permits. We also no longer require you to report anything if you have not set any homes during the month. I have listed the steps below.

- 1) Go to [www.citizenserve.com/oci](http://www.citizenserve.com/oci)
- 2) Go to My Accounts and log in to your account
- 3) Click on "Services" and then select "Permits"
- 4) "View My Permits" will filter their list of permits by status
- 5) The permits that are "Under Review" will have a status of "On Hand/Sent"

- 6) Select the correct Permit # that was installed
- 7) Select "Edit my Permit" option on the left of the VIEW PERMIT screen
- 8) Enter the required fields for Location, Homeowner, Dealer, Manufacturer, Date Affixed, HUD Label No., Serial No., etc, then submit

## **How to Complete Purchaser's Acknowledgment Form:**

We no longer accept paper copies or fax copies of the Purchaser's Acknowledgement form. Everything must be submitted online. To Complete The Purchaser's Acknowledgement:

- 1) Visit [www.citizenserve.com/oci](http://www.citizenserve.com/oci) and login with your credentials. (if you have not already logged into the site, please select "Login" and use your email as the username, select "Forgot Password", and you should receive a temporary password. If your email is not found in the system, please email [drome@oci.ga.gov](mailto:drome@oci.ga.gov). If you do not have an account, you will have to register for a new account and license entirely.)
- 2) Once logged in, go to your "Home" screen and select the option for "Purchase Acknowledgement Form" under the Manufactured Housing Services.
- 3) Once you select "Submit Form", you will be led to the "Submit A Request" page.
- 4) Enter Purchase Acknowledgement for "Please enter the general topic of your request"
- 5) Under "Type" select the option for Purchase Acknowledgement Form and then complete the form from there.
- 6) When it asks for a signature **PLEAE DO NOT SIGHN YOUR NAME**. You should keep a copy of the actual Purchaser's Acknowledgment from the customer for your records, and sign "On File" for the signature on the portal.

If you have any other questions or concerns please feel free to email or call. Thank you!

# How to Submit Consumer Complaint:

[CONSUMER COMPLAINT SUBMISSION PDF INSTRUCTIONS](#)

For more detailed instructions on submitting your complaint, please select the PDF above. Visit <https://www.citizenserve.com/oci> and select the option for the Manufactured Home Complaints under the Manufactured Housing Section. You will have to create an account on the website. If you have any questions, please do not hesitate to advise.