

DHCD Manufactured Housing Licensing System

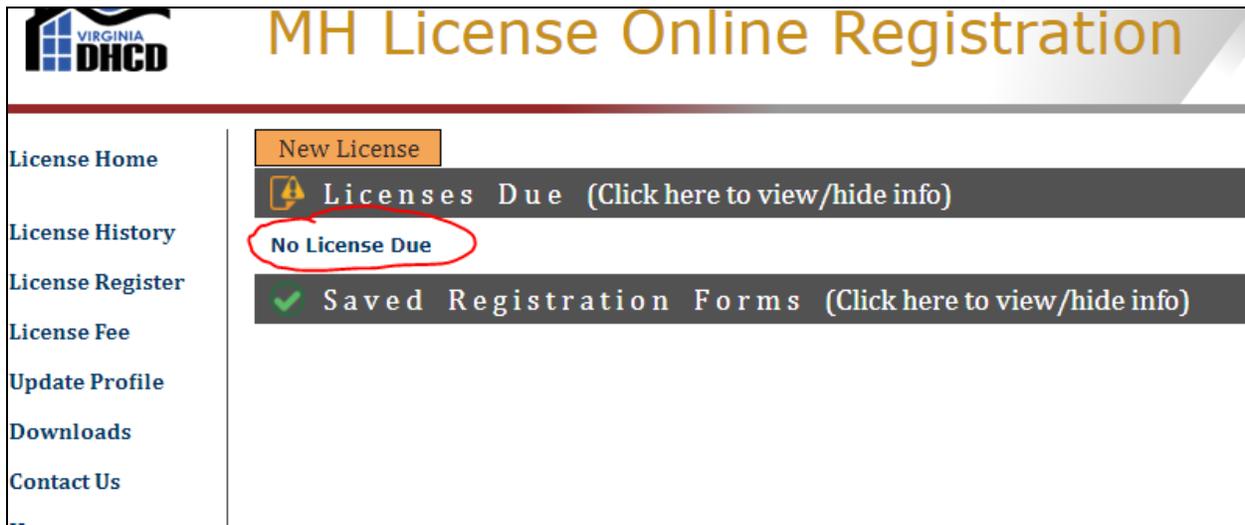
License Renewal Troubleshooting Tips

Online Licensing Login: <https://dmz1.dhcd.virginia.gov/BFR/Main/LogOn.aspx>

NOTE: the only way to register or renew is through the above online portal, we cannot accept applications by mail. All applications must be completed in the above system.

Scenario One:

You have a license to renew, but it is showing “No Licenses Due”



The screenshot shows the 'MH License Online Registration' interface. On the left is a navigation menu with links: License Home, License History, License Register, License Fee, Update Profile, Downloads, and Contact Us. The main content area has a header with the Virginia DHCD logo and the title 'MH License Online Registration'. Below the header are several buttons and status messages: 'New License' (orange button), 'Licenses Due (Click here to view/hide info)' (dark grey button with a warning icon), 'No License Due' (text circled in red), and 'Saved Registration Forms (Click here to view/hide info)' (dark grey button with a green checkmark icon).

If you see that no licenses are due, yet you know you have a license upcoming, select Saved Registration Forms below



MH License Online Registration

Welcome Thomas King
Log Out

- License Home
- License History
- License Register
- License Fee
- Update Profile
- Downloads
- Contact Us
- Home

New License

🔔 Licenses Due (Click here to view/hide info)

✅ Saved Registration Forms (Click here to view/hide info)

License type	Sub type	Renewal License Number	Date Form Saved
Dealer	Initial	-	4/26/2021 3:31:40 PM

Click on the Magnifying Glass to open your saved application.

License Registration

License Type*: Broker Dealer Manufacturer Salesperson Special-Licensing

Sub Type*: Initial (New) Renewal Reinstatement

Total Amount:

Full Name of Applicant:

Full Name of Business*:

Physical Address of Business*:

City*:

Phone at Business*:
 - -

Mailing Address*:

City*:

Person In Charge Name*:

Business Hours*:
 -

Email of Applicant:

Federal Identification #*:
 - -

Address 2:

State*:
 Zipcode*:
 -

Same as Physical Address

State*:
 Zipcode*:
 -

Person In Charge Title*:

Incorporation State*:

List full names of all employed salespersons and *click on the green button to add them*

Full Name* Save

List all owners, officers and/or partners, their percentage of ownership, titles, telephone numbers and mailing addresses and *click on the green button to add them*:

First Name*	Last Name*	Type	Ownership %*	Title*	Phone#	Mailing Address	City	State	Zip
<input type="text"/>	<input type="text"/>	Owner <input type="text"/>	<input type="text" value="VA"/>	<input type="text"/>					

First Name	Last Name	Type	Ownership%	Title	Phone #	Mailing Address	City	State	Zip Code
Thomas	King	Owner	100	Owner				VA	

List the name and license numbers for any other business locations owned and/or operated by your company that are currently licensed by the Virginia Manufactured Housing Board and *click on the green button to add them*

List the name and license numbers for all manufacturers you are currently doing business with and *click on the green button to add them*

You will need to fill out all the required areas indicated by a red asterisk (*).

If this is a renewal or reinstatement most of those boxes should already be completed.

NOTE: You will need to select **Reinstatement** under Sub-Type if your license is expired.

List the name and license numbers for any other business locations owned and/or operated by your company that are currently licensed by the Virginia Manufactured Housing Board and [click on the green button to add them](#)

List the name and license numbers for all manufacturers you are currently doing business with and [click on the green button to add them](#)

Full Name*	License #**	<input type="text"/>	<input type="text"/>	<input type="button" value="Save"/>
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Full Name*	License #**	<input type="text"/>	<input type="text"/>	<input type="button" value="Save"/>
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Please attach proof of the following (photographs of required information is acceptable):

1. Verification of a business office with all utilities and business phone along with the location where required records are maintained.
2. Verification of a permanent business sign in view of public traffic, bearing the name of the business.
3. A copy of the current certificate of registration from the Motor Vehicle Dealer Board (RENEWALS ONLY).
4. True copy of the Written Disclosure provided to the buyer upon the receipt of any monies alerting the buyer to actual damages that may be accessed by the dealer for failure to take delivery of the home as purchased.

1. No file chosen

2. No file chosen

3. No file chosen

4. No file chosen

Answer questions below. If you answer "yes" to any questions, please explain the circumstance(s) from start to finish in the text box(Include names, dates, and court jurisdictions):

A*. Have you ever been issued any license by the Virginia Manufactured Housing Board that you have conducted business under during the last five years?
 Yes No If yes, provide Lic# and issued date:

B*. Have you ever been refused a license to sell manufactured homes or had a license suspended or revoked?
 Yes No If yes, explain:

C*. Have you ever been convicted of a felony?
 Yes No If yes, explain:

D*. Have you ever been convicted of any fraudulent or criminal act in connection with the business of selling manufactured homes?
 Yes No If yes, explain:

E*. Have you ever been convicted of larceny or receipt or sale of stolen property?
 Yes No If yes, explain:

Statement of Compliance*: I have read and agree to the [statement of compliance](#).

Answer the questions A-E and check the box indicating you have read the statement of compliance and hit **Next**.

If you missed an entry where information is required you will get a pop-up notice of information that's missing and it will highlight all the areas orange as shown below:

Total Amount:

Full Name of Applicant:
A.K.A., If Applicable:
City*:
Work Phone*: - -
Full Name of Business*:
Physical Address of Business*:
City*:
Mailing Address of Business:
City:
Business Type*: Manufacturer Dealer Broker

Email of Applicant:
Home Mailing Address*:
State*: Zipcode*: -
Home Phone*: - -
Federal Identification #*:
Address 2:
State*: Zipcode*: -
 Same as Physical Address
State: Zipcode: -

Answer questions below. If you answer "yes" to any questions, please explain the circumstance(s) from start to finish in the text box(Include names, dates, and court jurisdictions):

A*. Have you ever been issued any license by the Virginia Manufactured Housing Board that you have conducted business under during the last five years?
 Yes No If yes, provide Lic# and issued date:

B*. Have you ever been refused a license to sell manufactured homes or had a license suspended or revoked?
 Yes No If yes, explain:

C*. Have you ever been convicted of a felony?
 Yes No If yes, explain:

D*. Have you ever been convicted of any fraudulent or criminal act in connection with the business of selling manufactured homes?
 Yes No If yes, explain:

E*. Have you ever been convicted of larceny or receipt or sale of stolen property?
 Yes No If yes, explain:

Statement of Compliance*: I have read and agree to the [statement of compliance](#).

If you entered everything correctly you'll next see a screen like this:

License Registration

Is Following Information Correct?

License Type: Dealer
Full Name of Applicant: Thomas B King
Email of Applicant: thomas.king@dhcd.virginia.gov
Full Name of Business: Thomas King Industries
Federal Identification Number: 342-42-1233
Physical Address of Business: 600 E Main St Suite 300
Richmond, VA 23219
Phone at Business: (804) 371-7000
Mailing Address: 600 E. Main St.
Richmond, VA 23219
Person In Charge Name: Thomas B. King
Person In Charge Title: President
Business Hours: 8AM-5PM
Incorporation State: VA

List all owners, officers and/or partners:

First Name	Last Name	Type	Ownership %	Title	Phone #	Mailing Address	City	State	Zip
Thomas	King	Owner	100	Owner					

Attachments:

Business Signage : **FSS-9031 VA STATE SUBMITTAL202131260328.pdf**
HUD SAA Voucher #513 for Feb 21 for VA202131260328.pdf
3-21202131260328.pdf

Your Answers to Questions Below:

- A. Have you ever been issued any license by the Virginia Manufactured Housing Board that you have conducted business under during the last five years? No
- B. Have you ever been refused a license to sell manufactured homes or had a license suspended or revoked? No
- C. Have you ever been convicted of a felony? No
- D. Have you ever been convicted of any fraudulent or criminal act in connection with the business of selling manufactured homes? No
- E. Have you ever been convicted of larceny or receipt or sale of stolen property? No

License Sub Type: Initial
Total Amount: **\$700.00**

Next

Back

You will see this confirmation page and can review and confirm your data and then hit **Next**.

MH License Online Registration

Welcome Thomas King
[Log Out](#)

License Registration

A payment pop-up window should display. If a payment pop-up does not display, please allow for the pop-up in your browser. Instructions for how to unblock pop-ups, please follow either link below.

[Unblock pop-ups in Chrome](#)

[Unblock pop-ups in IE 11](#)

When you finish the payment, please close the popup window.

DHCD Payment Portal - Google Chrome

dmz1.dhcd.virginia.gov/DHCDPayments/PaymentPortal.aspx?AppID=2&RcdID=9552&Amount=700.00

Total Amount: \$700.00

Please Select Pay By*: Credit Card Check

Next

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This is the final step. A pop-up will appear asking to pay by check or credit card. If you select “Check” and **Next** you will get an invoice to send with your payment. Your application has now been submitted.

If you select Credit Card a payment screen will appear and you will have to enter all your information

If the pop-up did not appear, please select the links for a step-by-step guide on how to unlock pop-ups for your browser, either Chrome or Internet Explorer.

If you are unsure if your application has been submitted. Click License History

License Home	License History		
License History	Date Applied: 04/26/2021	Status: Pending Payment	License Type: Dealer
License Register	License Sub Type: Initial	Business: Thomas King Industries	Expiration Date:
License Fee	License Number:	Date Issued:	
Update Profile			
Downloads			
Contact Us			
Home			

If you can see an entry here for your license, it means it is in Pending Payment and we are waiting for your check.

Scenario Two:

It says "No License Due" under both *Licenses Due* and *Saved Registration Forms*



MH License Online Registration

License Home

License History

License Register

License Fee

Update Profile

Downloads

Contact Us

New License

 Licenses Due (Click here to view/hide info)

 No License Due

 Saved Registration Forms (Click here to view/hide info)

Typically, when this happens, it's because the license you are attempting to renew is not associated with the Login information you used to log into the system.

Go to **License History** and confirm that the license number you are attempting to renew is visible.

If it is not under **License History** then you are not using the login information associated with that account, consult your records and verify the login information for the specific salesperson or dealer is correct.

How to Enable Pop-ups in Chrome: [link](#)

How to Enable Pop-ups in Internet Explorer: [link](#)