



NEWS

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

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Customer service expert Joe Garcia to lead state housing agency's manufactured housing division

(AUSTIN) — Joe A. Garcia has been appointed Executive Director of the Manufactured Housing Division of the Texas Department of Housing and Community Affairs (TDHCA). The Division licenses and regulates anyone who manufactures, sells, brokers, or installs manufactured homes within the state.

His appointment was made by the Manufactured Housing Division's Governing Board and announced January 18.

"The Board reviewed over 30 resumes from highly qualified applicants, and Joe Garcia was clearly the candidate best suited to continue the high level of service and professionalism Texans have come to expect from the Division," said Board member Michael Bray. "He has continually demonstrated initiative in streamlining the Division and increasing its efficiency and responsiveness both to consumers and the manufactured housing industry. We are confident Joe will be a tremendous asset to the Division and the State."

"This is a tremendous honor," Garcia said. "I look forward to leading the Manufactured Housing Division and building our commitment to fairly and effectively administering the manufactured housing laws, ensuring help to consumers and promoting safe, affordable housing for the citizens of Texas."

Garcia had been serving as Interim Executive Director since September 2007. Prior to assuming that role, he held the position of Deputy Executive Director beginning in early 2006. Garcia was first hired by the state in 1988 as a temporary employee with the Texas Department of Licensing and Regulation, helping process forms related to the air conditioning trade. He was initially hired to fill in while another employee was on maternity leave.

Over the next 20 years, Garcia worked in the customer service section and then was promoted to Licensing Supervisor, Exams Administrator, and finally Manufactured Housing Titling Supervisor. The Texas Legislature in 1995 created the Manufactured Housing Division, separating it from Licensing and Regulation, and merged it with TDHCA. Because of its regulatory nature, the Division has its own Governing Board and Executive Director separate from that of TDHCA.

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After the merger, he was promoted to a series of positions culminating in his 2006 appointment as Deputy Executive Director, a position he held until being named Interim Executive Director last September.

A nearly lifelong resident of Austin, Garcia will lead a staff of 63 responsible for regulating the manufactured housing industry in Texas. In addition to its licensing responsibilities, the Division issues and maintains records on manufactured home ownership and location, inspects manufactured home installations, and investigates and oversees the resolution of consumer complaints.

It also administers the Texas Manufactured Housing Standards Act and acts as state supervisory agent on behalf of the U.S. Department of Housing and Urban Development to administer certain aspects of the National Manufactured Housing Construction and Safety Standards Act of 1974.

To help facilitate the Division's inspection activities, Garcia is also responsible for overseeing field offices in Austin, Dallas/Ft. Worth, Houston, San Antonio, Lubbock, Tyler, Waco, and Edinburg. Field staff also assists TDHCA by performing the licensing and inspection responsibilities for the Department's Migrant Labor Facility functions, as well as for the Portfolio Management and Compliance Division.

The Manufactured Housing Division annually issues 96,000 statements of ownership and location (formerly referred to as titles), issues over 2,600 occupational licenses, resolves over 1,000 consumer complaints, and fields over 62,000 consumer phone calls.

About the Texas Department of Housing and Community Affairs

The Texas Department of Housing and Community Affairs is Texas' lead agency responsible for affordable housing, community services, energy assistance, and colonia housing programs. The Department annually administers more than \$400 million through for-profit, nonprofit, and local government partnerships to deliver local housing and community-based opportunities and assistance to Texans in need.

About the TDHCA's Manufactured Housing Division

The TDHCA Manufactured Housing Division licenses and regulates those who manufacture, sell, broker, and install manufactured homes. Since 1976, manufactured homes have been built to the rigorous requirements of a U.S. Department of Housing and Urban Development (HUD) code. Because of its regulatory nature, the TDHCA Manufactured Housing Division has its own board and executive director.