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## Editor's Letter

They say to write what you know, and that's always been difficult for me when working at WMA. How is it even possible to "know" the manufactured housing industry? The laws are always changing, and there are so many facets to the industry. You're a utility provider, a property manager, a handyman, and a walking encyclopedia. Cathodic protection? Master-meter? Pipeline operator? Though these terms are common in our industry, they are baffling to most people.

I am constantly impressed and amazed by the level of knowledge that people in our industry have about things that the general public aren't even aware of. WMA members are always contributing to our knowledge base, through articles in this magazine, giving seminars, or just talking with other members at meetings and events.

Every May we publish a magazine for non-members as well as members, and I hope if you're one of the non-members that received this magazine you take a look through our articles and see what membership at WMA can do for you. A wealth of industry specific information is waiting for you.

-Maureen



Magazine design/layout by Maureen Dey.

Please visit us online at: [wma.org](http://wma.org)

# May 2016

Vol. 42 No. 5

## We have the Right Coverage for Manufactured Home Communities

### 10% Premium Discount to All Eligible Communities

California Southwestern Insurance Agency and Alvarado Pacific Insurance Services have teamed up with the Western Manufactured Housing Communities Association (WMA) to provide a group insurance program underwritten by Capital Insurance Group (CIG). Our CIG Insurance program offers a **10% discount** to qualified WMA member communities. This exclusive program was designed specifically for manufactured home community owners and operators, and is available only to current WMA members.



Rated "A" Excellent by A.M. Best and selected for Ward's 50, Capital Insurance Group (CIG) has been serving the West since 1898. CIG offers Commercial coverage in Arizona, California, Nevada, New Mexico, Oregon, and Washington through its affiliates: California Capital Insurance Company, Eagle West Insurance Company, Nevada Capital Insurance Company, Monterey Insurance Company, and Capital Risk Management Insurance Company. Types of policies may vary from state to state. Only an insurance policy can define actual terms, conditions, rates and exclusions. Please consult your local CIG Insurance Advisor for complete details.

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The purpose of the WMA Reporter is to act as an industry resource; to generate interest in association activities; and to promote a positive image of manufactured home communities.



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Coachella Valley Snowbird | 482 Site Resort

Coastal 5 Star 55+ MHC | Pacific Northwest

1 Hour East of Chicago | 295 Sites Year Round RV on Private Lake

Sedona MHC | 55 Sites in Prime Location

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San Diego County RV Park | 139 Sites + 40 Acres

Renovated RV Resort | 286 Sites Coachella Valley

Southeast California RV Park | 250 Sites Value Add

Coastal Destination RV Resort | 110 Total Sites

TX Waterfront Snowbird RV Destination | 275 Sites

Private Lake MHC | 127 Sites near Peoria, IL

Riverfront RV & MH Parks | Sacramento Riverfront

Very Stable Turnkey MHC | 27 Sites Cottonwood, AZ

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Great Smaller MH only Park | Holtville, CA

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### PARK LOANS - PLEASE CALL



Clint Lau is owner of Les Frame Management, Inc. He has served on the WMA Board of Directors, including Board President (2003-2004). In addition, he is the chair of the WMA PAC, and is also a member of the Committee to Save Property Rights (CSPR), and the Legislative Committee.

## Open Letter to WMA Members and Prospective Members

Dear Park Owner, Business Partner, Family Member, Trustee... anyone with a financial interest in a community:

As you know, the Western Manufactured Housing Communities Association (WMA) is the most respected statewide trade associations you can belong to in order to stay abreast of all the legislative and regulatory issues facing our industry. The WMA PAC is an important additional investment to defend your property.

WMA also helps protect your investment by representing you before the State Legislature and before local government bodies. The last few years have been exceptionally difficult on the local level as governments have been looking to identify additional sources of affordable housing and putting more and more constraints on current housing stock in the form of rent control and closure ordinances. The industry needs your collective help.

We need the combined efforts of the entire manufactured housing industry to help elect candidates

that defend property rights. It is also vital to have financial resources available to defeat local and statewide initiatives that affect the interests of your business.

WMA PAC dues are an optional contribution in addition to your membership dues. Giving to the WMA PAC is like an insurance policy that helps us get like-minded people elected to offices who are voting on your business. Some of our members would say that PAC dues should be mandatory as it's a crucial component to our long term business operation. Politicians vote on your business every day, so your industry should help pick your politician.

If you already contribute to the WMA PAC, we thank you very much. If you haven't done so, please contribute or make your feelings known to your management company when they renew your dues to WMA.

Respectfully,

Clint Lau, Chairman

WMA PAC Board ♦

# Mobile Home Parks Receive Financing Assistance to Upgrade Utility Service



Small Business Development Corporation of Orange County Works with SoCalGas

LOS ANGELES, April 25, 2016 /PRNewswire/ -- Hundreds of mobile home parks across Southern California are eligible to participate in a voluntary statewide pilot program which upgrades natural gas systems from master meters to direct utility service for each park resident. But while SoCalGas covers to-the-meter costs and reimburses mobile home park owners for some beyond-the-meter costs, park owners may need help to cover other costs of the program. Now, Small Business Development Corporation of Orange County, together with Pacific Premier Bank (Irvine, California), is providing funding to mobile home park owners to support the program's beyond-the-meter costs.

The mobile home park utility upgrade program is intended to enhance safety and reliability for residents, and allows them to sign up for programs that can help them save energy and money as direct utility customers. Park owners also benefit because they can turn system maintenance and billing over to SoCalGas.

The Mobile Home Park Upgrade Loan Program provides the necessary financing needed to convert master-metered service to direct service for each mobile home resident of the park. "These upgrades will save time and effort for mobile home park owners because the service will be provided directly to the resident plus an added public safety benefit to residents in terms of the upgraded infrastructure," said Michael A. Ocasio, President/CEO of Small Business Development Corporation of Orange County (SBDCOC). "We are proud to offer this financing conduit that ensures little risk to the owner for making these upgrades."

"SoCalGas is very pleased to work with SBDCOC," said Eugene "Mitch" Mitchell, vice president of legislative and external affairs for SoCalGas and San Diego Gas & Electric. "The additional options available to mobile home park owners will help move this program forward and work to meet the goals set by the California Public Utilities Commission."

The Mobilehome Park Utility Upgrade Program is a voluntary, three-year statewide pilot program approved by the California Public Utilities Commission (CPUC) and monitored by the commission's

Safety Enforcement Division. The CPUC approved the pilot program in March 2014.

For more information about the Mobilehome Park Utility Upgrade Program, please visit [socalgas.com/stay-safe/safety-and-prevention/mobilehome-park-utility-upgrade-program](http://socalgas.com/stay-safe/safety-and-prevention/mobilehome-park-utility-upgrade-program).

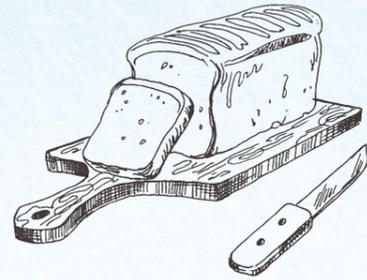
## About Small Business Development Corporation of Orange County

[Small Business Development Corporation of Orange County](#) is a quasi-public private non-profit organization that has been serving Orange County and Southern California region for over 15 years. The organization works with small businesses, commercial banks, Community Development Financial Institutions (CDFI's) and various resource partners to assist small businesses with access to capital. It accesses capital through programs like the California Small Business Loan Guarantee Program, and the State Small Business Credit Initiative (SBCCI) to help small businesses and communities of greater need to succeed. Small Business Development Corporation of Orange County is one of nine Financial Development Corporations in California that are a part of the Governor's Office of Business & Economic Development (GoBIZ), under the California Infrastructure and Economic Development Bank (IBank).

## About SoCalGas

[Southern California Gas Co.](#) has been delivering clean, safe and reliable natural gas to its customers for more than 145 years. It is the nation's largest natural gas distribution utility, providing service to 21.6 million consumers connected through 5.9 million meters in more than 500 communities. The company's service territory encompasses approximately 20,000 square miles throughout central and Southern California, from Visalia to the Mexican border. Southern California Gas Co. is a regulated subsidiary of [Sempra Energy](#) (NYSE: [SRE](#)), a Fortune 500 energy services holding company based in San Diego.

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## Counsel's Corner

Sheila S. Dey | Executive Director

### Rent Control is the Wrong Prescription for California's Housing Crisis



Sheila S. Dey is WMA's Executive Director and can be reached at 455 Capitol Mall, Suite 800, Sacramento, CA 95814; 916.448.7002 phone; 916.448.7085 fax; and email: sheila@wma.org.

How much sense would it make if your doctor applied a band aid to fix a broken leg? None whatsoever, however, this is how misdirected some prescriptions are to solving California's housing crisis.

According to analysts, government imposed regulations and fees are leading contributors to why California is the most expensive place to live in the U.S., placing homeownership out of reach for many middle-class Californians. Instead of addressing the root cause, some policymakers are championing rent control, despite the fact that it has never effectively preserved or expanded affordable housing stocks.

One of their favorite targets is manufactured housing communities or mobilehome parks, as if private property owners are responsible for the housing crisis. However, when manufactured homes offer all the quality and comfort of a stick-built house, at prices 30% less, government should create incentives to build more mobilehome parks and not less.

Rent control's failure is obvious when applied to manufactured homes, primarily, creating a tradeoff between lower rents and the capital investments parkowners must make to protect a park's viability, quality of life and the value of the privately-owned homes located in the community. To understand how it has truly failed to increase the stock of affordable housing, one must also understand how parks operate.

Unlike traditional rental property such as apartments, mobilehome parks operate like small villages or cities. They provide all the benefits of a traditional neighborhood (i.e. security, social interaction, open space, and close proximity to needed goods and services) and they appeal to all income levels. The notion that all mobilehome community residents are poor and in need of financial assistance is wholly inaccurate. The only real difference is the park's residents own the manufactured home, and the parkowner generally owns the land beneath it.

Rather than collect taxes like cities, parkowners collect rent to cover property taxes and fund essential neighborhood services, such as park management, roads, lighting and landscaping. In some cases, rents also cover all utilities, including cable. Some parks include clubhouses, fitness rooms, pools and golf courses. Consequently, when the government imposes a rent control ordinance that reduces or freezes rents at below market rates, it threatens a community's quality of life. Just like cities, when revenue does not exceed expenses, essential services are reduced or eliminated altogether, and as the maintenance of neighborhoods decline, so do property values as blight takes root.

Government subsidies for traditional housing and apartments re-



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quire means-testing; however, mobilehome parks are the exception. It's true. In fact, rent controlled mobilehomes in Malibu, California are selling for \$4 million dollars or more!

As a consequence, parkowners who are under rent control are required to personally subsidize the housing of residents regardless of income or need, forcing these small business owners to close parks when rents no longer support the balance between affordability and sustainability.

Under these circumstances, there is also no financial incentive for builders to expand or build new mobilehome parks, limiting the potential for more affordable housing and local jobs.

This is why state and local government regulators should aban-

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Alston, Alston & Diebold is a law firm specializing in mobilehome park law and general business litigation. We have extensive experience in evictions, failure-to-maintain actions, discrimination, rent control, park closures, leases and rules. Other areas of emphasis include: corporate and LLC formation, real estate, business, and employment law.

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don the current course of driving up the cost of housing with costly, unneeded regulations, only to hastily impose price controls that don't work once homeownership becomes unattainable. It is time for real and meaningful solutions. Making housing construction less expensive and more plentiful so that the savings can be passed on to all prospective homeowners is a good place to start. WMA and our members look forward to fully participating in this important public policy discussion.

### HUD Guidance on Criminal Records and the Federal Fair Housing Act Standards

Private landlords who have blanket bans on renting to people with criminal records are in violation of the Fair Housing Act and can be sued and face penalties for discrimination, the federal De-

partment of Housing and Urban Development asserts in their guidance, which was released on April 4, 2016. Federal officials said landlords must distinguish between arrests and convictions and cannot use an arrest to ban applicants. In the case of applicants with convictions, property owners must prove that the exclusion is justified and consider factors like the nature and severity of the crime in assessing prospective tenants before excluding someone. The new federal housing guidance applies a legal standard that was upheld by the United States Supreme Court last year that allows plaintiffs to challenge housing practices that have a discriminatory effect without having to show discriminatory intent. The ruling allows plaintiffs to show instead that the practices both have a "disparate impact" on racial groups and are not justified. Blacks and Latinos are arrested,

convicted and imprisoned in disproportionate numbers, and civil rights groups say they face equally disparate discrimination in finding housing. "Policies that exclude persons based on criminal history must be tailored to serve the housing provider's substantial, legitimate, nondiscriminatory interest and take into consideration such factors as the type of the crime and the length of the time since conviction," the guidance reads. Landlords can continue to exclude those convicted of manufacturing or distributing drugs, the only crimes that are exempted under the Fair Housing Act.

### Fair Housing/Manufactured Housing Community Settlement - \$130,000

The Department of Justice has announced a settlement of a case involving an Indiana manufactured home community for violations of the federal Fair Housing Act. The

\$130,000 fine settles a federal lawsuit filed in May 2015, wherein the owner of a 173-lot manufactured home community in Crown Point, Indiana, was alleged to have violated the Fair Housing Act by refusing to allow families with children to live at the community.

"The Fair Housing Act guarantees families with children the right to choose a home without facing unlawful barriers of discrimination," said Principal Deputy Assistant Attorney General Vanita Gupta, head of the Justice Department's Civil Rights Division. "The Justice Department will continue its vigorous enforcement of the Fair Housing Act to ensure that equal access to housing - a bedrock of the American dream - remains a reality for all families in our country." The federal Fair Housing Act prohibits discrimination in housing on the basis of race, color, religion, sex, familial status, national origin and disability.

Crown Point Mobilehome Park, accused of violating federal law by not allowing children to live there, agreed to stop its ban and to pay \$130,000. Gentle Manor Estates, at 1350 E. North St., reached a consent decree agreement with the federal government to settle a lawsuit filed in May against the mobilehome park's policy of not renting homes to families with children. According to court records, the U.S. Department of Justice had two "testers" call Gentle Manor in September 2014 to see if it would lease homes to those with children. When a woman called saying she, her husband and their child wanted to lease a home, Gentle Manor told her they didn't allow anyone younger than 40 to live there, including her child, records show. Another tester, a man who said he would live by himself and was older than 40, was told he could lease a home. ♦



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## 2015-2016 INDUSTRY LEGISLATION

LEGISLATION SPONSORED BY WMA	STATUS
<p><a href="#">AB 682</a> Mobilehome park: electric and gas service: master-meter customers. (Williams)</p> <p>This bill addresses implementation issues regarding the voluntary conversion of electric and natural gas master-metered service at mobilehome parks to direct service under the utility transfer pilot program. <b>Sponsored by WMA</b> <i>Position: Sponsored</i></p>	10/8/2015 - Signed into law
<p><a href="#">AB 999</a> Mobilehomes: disposal. (Daly)</p> <p>This bill improves the removal of uninhabitable or abandoned homes intended for destruction that have unpaid property taxes owing. <b>Sponsored by WMA</b> <i>Position: Sponsored</i></p>	9/30/2015 - Signed into law
<p><a href="#">SB 244</a> Mobilehomes: injunctions. (Vidak)</p> <p>This bill removes the sunset date on Civil Code Section 798.88 to allow injunctions to go to limited jurisdiction court. <b>Sponsored by WMA</b> <i>Position: Sponsored</i></p>	8/11/2015 - Signed into law

LEGISLATION OPPOSED BY WMA	STATUS
<p><a href="#">AB 587</a> Mobilehomes: payments: nonpayment or late payments. (Chau)</p> <p>This bill attempts to address a very "broken" registration and titling system in which more and more communities are dealing with homes that have not been properly titled/re-registered and the property taxes have not been paid. <b>Sponsored by GSMOL</b> <i>Position: Oppose_Unless_Amended</i></p>	Senate Transportation and Housing
<p><a href="#">AB 2351</a> Mobilehome parks: rent control. (Hernández, Roger)</p> <p>Authorizes a local governmental entity to enact a price control on long term leases when the vacancy rate in the park meets or exceeds an unspecified percentage or where the rent charged to mobilehome park residents exceeds an unspecified percent of the average rents for mobilehome park residents within an unspecified radius of the park. <i>Position: Oppose</i></p>	Assembly Housing and Community Development
<p><a href="#">AB 2819</a> Unlawful detainer proceedings. (Chiu)</p> <p>This bill would keep unlawful detainers masked or "hidden" indefinitely unless the rental property owner prevails. <b>Sponsored by Western Center on Law and Poverty</b> <i>Position: Oppose</i></p>	Assembly Judiciary
<p><a href="#">SB 814</a> Drought: excessive water use: urban retail water suppliers. (Hill)</p> <p>This bill would prohibit excessive water use by a residential customer that is directly served by the water supplier and would make a violation of this prohibition an infraction punishable by a fine. <b>Sponsored by the author</b> <i>Position: Oppose_Unless_Amended</i></p>	Senate Appropriations
<p><a href="#">SB 1053</a> Housing discrimination: applications. (Leno)</p> <p>SB 1053 requires housing providers to accept Section 8 housing assistance as a source of income protected by the Fair Employment and Housing Act. <b>Sponsored by Western Center on Law and Poverty</b> <i>Position: Oppose</i></p>	Senate Appropriations

<p><a href="#">SB 1093</a> Property taxes: assessment: commercial and industrial property. (Hancock)</p> <p>Would enact legislation necessary to implement the transition to the assessment of commercial and industrial property on a periodic basis in excess of Proposition 13. <b>Sponsored by the author</b> <i>Position: Oppose</i></p>	Senate Rules
<p><a href="#">SB 1106</a> Mobilehome parks. (Leyva)</p> <p>Would authorize the Director of Housing and Community Development or a local enforcement agency to issue monetary penalties to any parkowner or homeowner when violations remain uncorrected. <i>Position: Oppose_Unless_Amended</i></p>	Senate Transportation and Housing
<p><a href="#">SB 1306</a> Consumer remedies: attorney's fees and litigation costs. (Stone)</p> <p>This bill, in litigation pertaining to the California Environmental Quality Act that is filed pursuant to the Consumer Legal Remedies Act, would require the court to award court costs and attorney's fees to the prevailing party in the action. <b>Sponsored by the author</b> <i>Position: Oppose</i></p>	Senate Judiciary
<p><a href="#">SCA 5</a> Local government finance. (Hancock)</p> <p>SCA 5 would roll back Proposition 13 protections for commercial property and tax them at fair market value. <i>Position: Oppose</i></p>	Senate Gov. & F.

LEGISLATION SUPPORTED BY WMA	STATUS
<p><a href="#">AB 1736</a> Personal income taxes: deduction: homeownership savings accounts. (Steinorth)</p> <p>Would create a tax deductible homeownership savings account for first-time homebuyers. <i>Position: Support</i></p>	Assembly Housing and Community Development
<p><a href="#">AB 2003</a> Unlawful detainer proceedings. (Lackey)</p> <p>Would require a defendant in an unlawful detainer action to notice whether they are represented by an attorney. Also requires the person to indicate if they are making a complaint regarding habitability. <i>Position: Support</i></p>	Assembly Judiciary
<p><a href="#">AB 2300</a> Medical marijuana. (Wood)</p> <p>This bill would state that the Medical Marijuana Program does not authorize the smoking of medical marijuana where smoking is prohibited by a landlord. <b>Sponsored by CAA</b> <i>Position: Support_If_Amended</i></p>	Assembly Judiciary
<p><a href="#">AB 2312</a> Unlawful detainer: payment of rent funds. (Gatto)</p> <p>This bill would require a defendant in unlawful detainer cases to submit their rent payment to their attorney while disputing a claim. <b>Sponsored by the author</b> <i>Position: Support</i></p>	Assembly Judiciary
<p><a href="#">AB 2392</a> Income taxes: credit: seismic retrofits. (Nazarian)</p> <p>This bill provides for a tax credit equal to 30% of the costs paid or incurred by a taxpayer for any seismic retrofit construction on a qualified building. <b>Sponsored by the author</b> <i>Position: Support</i></p>	Assembly Revenue and Taxation

# CAPITOL UPDATE

Catherine Borg | Legislative Advocate

**AB 2476**  
Local governments: parcel taxes: notice. (Daly)  
AB 2476 would require notice of any new proposed parcel tax to be mailed to all property owners within one week following the vote by a local agency.  
**Sponsored by California Association of Realtors**  
*Position: Support*  
Assembly Local Government

**AB 2760**  
Landlord and tenant: support animals. (Mathis)  
AB 2760 creates a new category of "support" animals in housing situations differentiating them from service animals that actually perform a task.  
**Sponsored by California Association of Realtors**  
*Position: Support\_If\_Amended*  
Assembly Judiciary

**AB 2881**  
Civil law. (Committee on Judiciary)  
This bill is an omnibus bill relating to civil law. It contains a section to require hosting platforms for short term rentals to warn mobilehome owners to read their lease before they rent out their mobilehome.  
*Position: Support*  
Assembly Judiciary

**SB 944**  
Housing omnibus. (Committee on Transportation and Housing)  
This bill is omnibus legislation regarding housing related matters. It contains a correction for mobilehome parks to meet the standards for "housing for older persons" contained in the federal Fair Housing Act and a fix to AB 999 (Daly) to allow 30 days to pass before a decision needs to be made to remove a home.  
*Position: Support*  
Senate Judiciary

## ADDITIONAL INDUSTRY LEGISLATION

## STATUS

**AB 551**  
Rental property: bed bugs. (Nazarian)  
This bill would enact legislation that establishes statewide standards to govern the responsibility of landlords and tenants for the inspection and control of bedbugs in residential rental properties.  
**Sponsored by Western Center on Law and Poverty**  
*Position: Watch*  
Senate 2 year

**AB 2291**  
Property taxes: delinquent taxes: partial payment: fee. (Achadjian)  
Would authorize the county tax collector to charge a fee to recover the reasonable costs of instituting and maintaining a partial payment arrangement.  
**Sponsored by California Association of County Treasurer Tax Collectors**  
*Position: Watch*  
Assembly Third Reading

**SB 434**  
Manufactured housing: vehicle license fee: property taxation. (Allen)  
This bill closes a loophole which allows residents to buy an older mobilehome, rebuild a custom home on the chassis, and merely pay a Vehicle License Fee (VLF) totaling \$19. The intent of the legislation would be to assess the home at the rebuilt value on local, property tax.  
**Sponsored by LA County Assessor**  
*Position: Neutral*  
Assembly Housing and Community Development



Catherine Borg is WMA's legislative advocate and can be reached at 455 Capitol Mall, Suite 800, Sacramento, CA 95814; 916.448.7002 phone; 916.448.7085 fax; and email: catherine@wma.org.

This entire issue is devoted to membership. At WMA, we strive to provide service to our members in a number of ways whether it's the educational seminars we offer or our many forms we make available to help you run your business. Here in our department, the legislative department, we focus on one thing, and one thing only for our members: protecting your interests as a business before California's Legislature.

How do we do this? As your legislative advocates, we support measures that are beneficial to manufactured home communities and staunchly oppose those bills that impose greater restrictions on your ability to operate a business. Whether it's a larger or smaller community, rent-controlled or not, 55 plus or all-age, we work hard to represent the varied interests of **all** of our members before the State Legislature.

### Water fine bill amended, WMA's concerns addressed

WMA worked closely with Senator Jerry Hill (D-San Mateo) and his staff to ensure that his water fine bill, SB 814, did not adversely affect mobilehome parks. SB 814 imposes

## Measuring Success, One Bill At A Time

monetary fines for excessive water use. The bill was recently amended to only allow fines on consumers that are individually metered or submetered by the water supplier.

### Update regarding rent control, HCD citation/fining authority bills

At press time, we are actively opposing a bill by Assemblymember Roger Hernandez (D-El Monte) that essentially upends long-term leases, Assembly Bill 2351. This bill authorizes a local government entity to enact a price control on long term leases in mobilehome parks under certain circumstances.

AB 2351 has not been fully fleshed out, but clearly tries to set up a mechanism to undo legal contracts between park operators and mobilehome owners. The legislation was introduced with four fill in the blank spaces, so it's anybody's guess what they mean. We've argued that long term leases have been around for decades and give residents the opportunity to have a legal form of price control without the local government having to pay for a costly rent stabilization ordinance.

We are also working closely with Senator Connie Leyva and her

staff to make changes to her Senate Bill 1106. This bill authorizes the Department of Housing and Community Development to issue fines in conjunction with the Mobilehome Park Maintenance program to both parkowners and residents for uncorrected health and safety violations. While we recognize the intent of the bill is to influence compliance with the health and safety violations, we explained that parkowners can't accept the financial responsibility of a resident's inaction or failure to pay the fine. Therefore, we've asked for an amendment to the bill clarifying that point. We also asked that the fines stop accumulating if the Permit to Operate has been suspended for the community. SB 1106 is intended to be an interim step to influence compliance before the PTO is suspended, especially when it's uncorrected resident violations

holding up the final inspection. Be sure to look for an update on our efforts in the next issue.

These are just a few of the high profile bills we are currently focused on. The adjoining legislative bill chart highlights a number of key bills that are on our radar. In addition to carefully screening legislation, we set up community tours with legislators in their district so they can see firsthand the unique lifestyle manufactured home communities have to offer.

Finally, I would invite you to come to WMA's annual convention in Las Vegas and attend one of our Update on New Laws Seminars. The number of bills that directly affect mobilehome parks varies from year to year, but it will give you a real sense of the types of issues we tackle on your behalf. Hope to see you there!

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## REGIONAL FOCUS

Doug Johnson | Senior Regional Representative

### A Great American

John Adams was born a loyal and obedient subject of His Majesty King George II of England in the British colony of Massachusetts on October 30, 1735. But his allegiance to the crown and the heavy-handed policies of a faraway monarchy that he considered tyrannical evaporated by the time he turned the tender age of 25 in 1760. Adams was young, angry and rebelliously smart. He went on to become a pivotal leader of the American Revolution and helped Thomas Jefferson write and edit one of the most important documents of liberation from government oppression in human history — the Declaration of Independence. Adams was also a staunch supporter of private property rights.

ington — and became the first official resident of the newly built Executive Mansion in the federal District of Columbia; later dubbed the White House by President Theodore Roosevelt in 1901. John Adams is considered by American presidential scholars and historians to be one of our country's greatest Founding Fathers. He equated the ownership of property with freedom and vehemently warned against a government and people that failed to preserve such a basic, fundamental right.

*"The moment the idea is admitted into society that property is not as sacred as the law of God, and that there is not a force of law and public justice to protect it, anarchy and tyranny commence."*

*"Property is surely a right of mankind as really as liberty. Property must be secured or liberty cannot exist."*

If you own rental property, especially in Northern California, 2016 has the potential of becoming that watershed year that upends private property rights as we have known them for hundreds of years. No fewer than 15 local government jurisdictions are now actively considering mandatory regulations — rent control ordinances, rent control initiatives, closure ordinances,

In 1789 and again in 1792, a grateful, sovereign, democratic nation elected John Adams the first Vice President of the United States of America. In 1796, he was elected the second President of the United States — succeeding George Wash-



Doug Johnson is WMA's Senior Representative for Northern California/Bay Area, and can be reached at 1667 Columbus Road, West Sacramento, CA 95691; 916.374.2702 phone; 916.607.0043 cell; 916.374.2703 fax; and email: rdj2003@sbcglobal.net.

## Consumer Price Index

### Percent Change - March 2016

#### All Urban Consumers

	12 Months Ending		One Month Ending
	February 2016	March 2016	March 2016
<b>U.S. City Average</b>	1.0	0.9	0.4
<b>Los Angeles/Riverside/Orange County</b>	2.4	1.7	0.3

#### Bimonthly Data

	Two Months Ended	
	December 2015	February 2016
<b>San Francisco, San Jose, Oakland</b>	3.2	3.0

#### Urban Wage Earners and Clerical Workers

	12 Months Ending		One Month Ended
	February 2016	March 2016	March 2016
<b>U.S. City Average</b>	0.7	0.5	0.5
<b>Los Angeles/Riverside/Orange County</b>	2.3	1.3	0.4

#### Bimonthly Data

	Two Months Ended	
	December 2015	February 2016
<b>San Francisco, San Jose, Oakland</b>	3.2	2.9

Updated Apr. 14, 2016. For the latest data, visit <http://www.bls.gov/regions/west/cpi-summary/home.htm>

eviction ordinances, draconian amendments to existing rent control ordinances and zoning ordinances — specifically designed to benefit and cater to tenants at the expense of property owners. Not in a generation have owners of mobilehome communities and apartment buildings been confronted by such a vitriolic, pervasive movement bent on destroying the private property rights advanced and cherished by John Adams. He saw this coming way back in 1787.

*“Perhaps, at first, prejudice, habit, shame or fear, principle or religion, would restrain the poor from attacking the rich, and the idle from usurping on the industrious; but the time would not be long before courage and enterprise would come, and pretexts be invented by degrees, to countenance the majority in dividing all the property among them, or at least, in sharing it equally with its present possessors. Debts would be abolished first; taxes laid heavy on the rich, and not at all on the others; and at last a downright equal division of every thing be demanded, and voted. What would be the consequence of this? The idle, the vicious, the intemperate, would rush into the utmost extravagance of debauchery, sell and spend all their share, and then demand a new division of those who purchased from them.”*

President John Adams died at the age of 90 on July 4, 1826. Five hours after his bitter rival, reconciled friend and the third President of the United States, Thomas Jefferson, passed away at his Monticello estate in Virginia. His tomb and that of his wife and first lady, Abigail Adams, his son and sixth President of the United States, John Quincy Adams, and his wife and

first lady, Louisa Catherine Adams, lay in the family crypt beneath the United First Parish Church in Quincy, Massachusetts. In that hallowed place rests a great American and a pioneering champion of private property rights.

*“If ‘thou shalt not covet,’ and ‘thou shalt not steal,’ were not commandments of Heaven, they must be made*

*invulnerable precepts in every society, before it can be civilized or made free.” ♦*



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## FEATURE ARTICLE

Joseph W. Carroll and Whitney L. Prout



Joe Carroll is the founder of The Law Offices of Joseph W. Carroll, P.C., the trial lawyers in Joe's firm specialize in representing manufactured housing communities throughout California.

Whitney L. Prout is an associate attorney at the Law Offices of Joseph W. Carroll, and specializes in representing property owners and management companies in litigation and compliance issues Law.

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### New HUD Ruling Limits Landlords' Ability to Deny Applicants for Criminal Background

For more than a generation, the Fair Housing Act ("FHA") has barred landlords from discriminating against applicants because they belong to a protected class (i.e. race, color, religion, sex, disability, familial status, or national origin). The FHA does not expressly define persons with criminal records as a protected class. Many landlords include a criminal background check in their tenant screening process in order to keep "unsavory" characters out of their properties. However, under a new HUD ruling issued on April 4, 2016, owners using criminal background checks need to proceed with caution.

A landlord can be held liable for violation of the FHA where a policy or procedure has an unjustified discriminatory effect, even though the landlord has no discriminatory intent. The HUD ruling declares that because African Americans and Hispanics are arrested, convicted, and incarcerated at rates disproportionate to their share of the general population, tenant screening policies that bar persons with criminal

records have a "disproportionate impact" on minorities. Therefore, under the new HUD ruling, landlords can no longer have a blanket policy of denying any person with a criminal background. Rather, landlords must be more discerning in their screening, and must consider factors such as the whether there was a conviction, the age of the conviction, and whether the nature of the crime is such that it poses a demonstrable risk to the health and safety of other residents.

The "good" news for park owners is that this HUD ruling should have a limited effect, because the California State Legislature beat HUD to the punch by giving proven criminals special legal protections. Penal Code § 290.46 prohibits the use of registered sex offender identifying information obtained from the Megan's Law website for purposes relating to housing accommodations (i.e. you cannot deny an application or evict a resident because the person is on Megan's Law). Park owners are further limited in their ability to deny applications under Civil

Code § 798.74, which only allows a park owner to deny the application of a prospective purchaser of a mobilehome because: (1) they do not have the financial ability to pay the rent and charges of the park, and/or (2) that based on their prior tenancies the prospective purchaser will not comply with the rules and regulations of the park. In effect, this means that park owners are already prohibited from denying a prospective purchaser's application because of his/her criminal background.

While the HUD ruling should not impact your current tenant screening procedure for prospective purchasers (assuming your current practice is compliant with the MRL), the HUD ruling will impact you if you currently include criminal background as part of your tenant screening procedure for your park owned rentals (renters of park owned homes do not get the same protections as purchasers of resident owned homes). This leads to the inevitable question: when can you deny an individual's application because of their criminal background without violating the FHA? In typical fashion, the HUD ruling raises many more questions than answers, but there are two things the HUD ruling makes clear. First, you *cannot* deny an application based merely on an applicant's record of arrests (without conviction). Second, you *can* deny an application where the applicant has been convicted of, and not merely arrested for, the illegal manufacture or distribution of a controlled substance. Beyond these rules, the HUD ruling offers only the vague guidance that landlords who use criminal background checks in their screening process should, at

a minimum, consider the nature, severity, and age of the conviction. Best practice dictates that if you are going to include criminal background checks in your screening process for park owned homes (again, it must be emphasized that Civil Code Section 798.74 does not authorize a park owner to deny an application based only on a criminal conviction), you should work

closely with your legal counsel to form a written policy which articulates the types of crimes an applicant must have been convicted of to be denied, and which accounts for the age of the conviction. One source of guidance is Federal Rule of Evidence (FRE) 609, which governs when a prior conviction may be used to impeach the credibility of a witness. FRE 609 takes into ac-

count the nature and severity of the crime by providing that evidence of a felony is generally admissible, whereas misdemeanor convictions are only admissible where the elements of the crime involve a dishonest act or false statement. FRE 609 takes into account the age of the conviction by placing additional burdens for admissibility where the conviction is more than 10 years old. Property owners may want to borrow FRE 609's framework by prohibiting persons who have been convicted of felonies and/or the drug related offenses the FHA exempts, and only prohibiting persons convicted of misdemeanors where the misdemeanor involves conduct that would pose a threat to the health and safety of other residents. FRE 609's 10 year limitation

could likewise be adopted into the screening policy. Whether you use criminal background checks in your screening procedure or not, property owners should take HUD's new ruling as a foreshadowing of increasingly aggressive investigations and pros-

ecutions of housing providers. As any property owner who has ever been the subject of a HUD complaint knows, even where the complaint which spurs the investigation proves to be frivolous, HUD/DFEH will open your books and look for something that will stick. ♦

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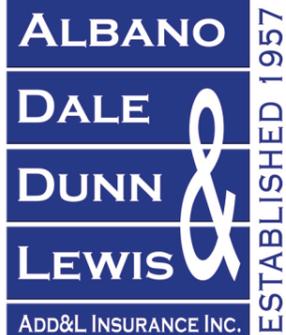
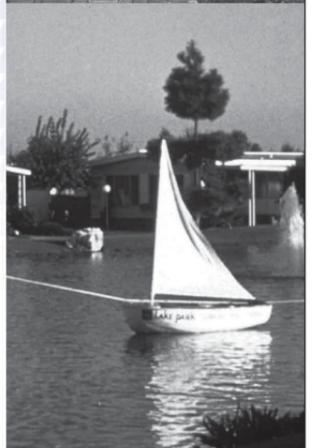
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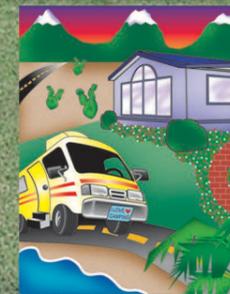
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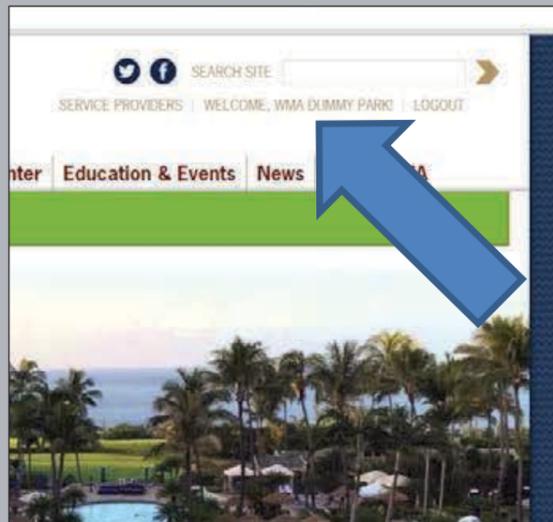
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# How To Use Our Website

## Logging in to the website:

- In the top right corner of *WMA.org*, you will see a link that says “log in”.
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- Your park or company name should appear in the top right corner of the page once you have successfully logged in.



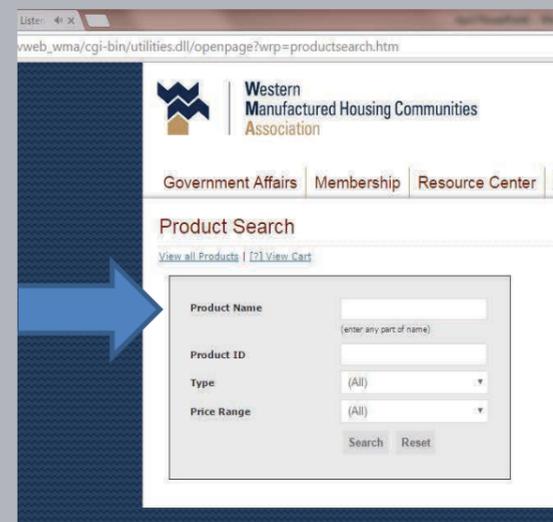
- You can join WMA or pay your renewal dues online in the Membership section of the website.

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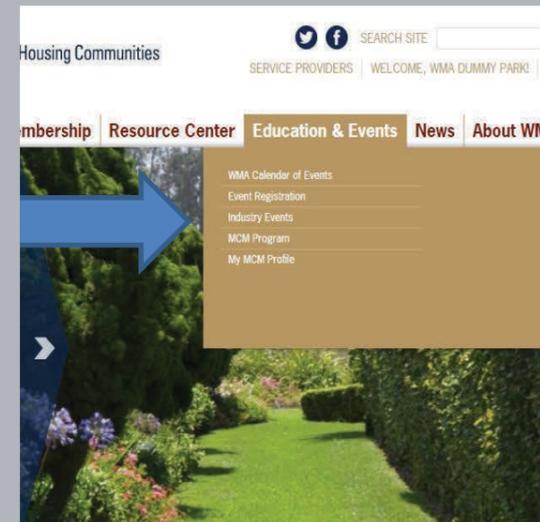


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- To do this you must log in using your personal MCM identification number, which is different than your park's WMA Member number.



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# FEATURE ARTICLE

## William Schweinfurth and Bruce Stanton



A jointly authored mobilehome industry “Best Practices” article by Bruce Stanton and William Schweinfurth on behalf of WMA.

William Schweinfurth is a longtime member and active part of WMA. He is currently Managing Director of Carefree Communities. He is former Director of Operations for Vedder Community Management.

Bruce Stanton is the Corporate Counsel at GSMOL, Inc.



## HOMEOWNERS, GUESTS AND CAREGIVERS

### Who Can Occupy the Mobilehome?

In this continuing series of jointly authored articles designed to provide mobilehome community owners, managers and residents with valuable information and the “best practices” for our industry, we examine a variety of often misunderstood rules, guidelines and laws governing who may occupy homes, their rights, and what happens when occupancy issues come into conflict with properly enacted community Rules & Regulations. In short, who can live in our communities and why?

#### Homeowners/Heirs

Any homeowner who has applied for and been approved for tenancy can occupy his/her home. Many communities have rules requiring that the homeowner actually live in the home and occupy it as a principal residence. This is to avoid speculation, absentee owners and sub-leasing. If the homeowner moves away, the home may be sold to a new resident.<sup>1</sup> If the homeowner dies and no one else resides in the

<sup>1</sup> Note: If the homeowner leaves the home and disappears, and stops paying rent, the home could be considered abandoned. See Civil Code Section 798.61 of the California Mobilehome Residency Law for more information about procedures relating to abandoned homes.

home, then the homeowner’s heirs have the right to re-sell the home “in place” (see Civil Code 798.78 of the California Mobilehome Residency Law, hereinafter referred to as the “MRL”), as long as they pay the rent and keep the home maintained as required by park rules in the interim.<sup>2</sup> If the homeowner is survived by other lawful occupants, they may continue to occupy the home only if they were previously qualified for residency independent of the deceased homeowner, or if they otherwise apply and qualify for residency.<sup>3</sup> Contrary to what many heirs believe, it is not legal for an heir to

<sup>2</sup> The heirs may also replace the old home with a new home and sell it. In addition, if the heirs qualify, they could also apply to be new residents and thereafter reside in the home.

<sup>3</sup> In an age 55+ community, there may be a situation wherein a home is occupied by one person age 65 and one person age 53. Let’s say the community meets the 80/20 ratio and the person age 65 unfortunately passes away. In this type of situation it would be legal to require that the remaining person—who is not 55—leave the home because there is not one person who is age 55 or better residing in the home. We believe that the better practice is to allow the underage person to remain in the home if that person was otherwise lawfully occupying the home at the time of the death of the older person. Of course, if the community were edging very close to the 80% threshold and thus in danger of possibly losing its status as an age 55+ community, then management would have little choice other than to require compliance and insist that at least one person aged 55 occupy the home.

move into the home as a “caretaker” or simply because they stand to inherit the home. An heir can only move in after he/she has applied for and been qualified for tenancy, and the law does not allow a temporary “caretaker” to be placed in the home.

When a homeowner decides to sell his/her home and terminate the tenancy, the homeowner must give a 60-day notice to management of this fact. (MRL Section 798.59) Most homes that are sold remain in

the mobilehome community. When a home is sold, management has the right to approve the proposed buyer and if the home is sold without such approval, the buyer will have no rights of tenancy in the community. (MRL Section 798.74.) Purchasing a home does not automatically confer rights of tenancy; rather, a separate process between management and the buyer must be completed during the escrow. Escrow cannot close without either a copy of a fully ex-

ecuted rental agreement or a statement signed by management and the prospective homeowner that the parties have agreed to a rental agreement. (MRL Section 798.75 (a) If the home is sold without an escrow, it is incumbent upon the prospective homeowner to seek approval of residency and execute a rental agreement prior to the sale. In the event the purchaser fails to execute the rental agreement, the purchaser shall not have any rights of tenancy.

#### Immediate Family

“Immediate Family” is defined as the homeowner, his or her spouse, their parents, their children and their grandchildren under age 18. (MRL Section 798.35) There are no restrictions that we know of that would preclude a community owner from adopting a broader definition of “Immediate Family” in the community’s Rules and Regulations.

The homeowner may have his or her “Immediate Family” reside in the home unless a large family would violate a reasonable occupancy limit rule. Occupancy limits may be appropriate where overcrowding would unreasonably tax the community’s utility systems or infrastructure. A general rule of thumb is that absent some compelling utility/infrastructure limit, occupancy rules should be no more restrictive than two persons per bedroom plus one person. The California Department of Fair Employment and Housing developed an internal occupancy guideline to assist housing providers on the issue of occupancy. Under their guidelines, an owner’s occupancy standard is deemed reasonable if the owner limits the occupancy of each unit to two individuals per bedroom plus one additional person for the entire unit. Under such a rule, five family members could live in a two-bedroom home and seven could live in a three-bedroom home, etc. Note that families may grow in size and number over time. A five-member family living in a two bedroom home may become a seven-member family in a few years,

thus breaching the occupancy limit for that size of home. Note also that many local jurisdictions have enacted housing occupancy standards which could also become relevant to determining the reasonableness of a ‘maximum occupancy’ rule.

One question involving occupancy standards is what constitutes a “bedroom”. What if I install a temporary wall to divide one bedroom into two rooms? Have I now converted one bedroom to two? Two bedrooms to four? While Federal HUD Fair Housing regulations appear to endorse a general rule of two persons per bedroom, the regulations also make clear that HUD will consider all relevant factors such as the size of the bedrooms (a very large bedroom could be used to sleep more than two persons), the configuration of the bedroom(s) and the age of the persons who will occupy it. (E.g., a number of very small children, in

bunk beds, might easily occupy one bedroom.)

#### Homeowners Living Alone

If you live alone, the law also provides that you may have one “unrelated” person live with you who need not qualify separately for tenancy. (See MRL Section 798.34 (b)) That person shall be considered a guest of the homeowner, and need not register with management. In the past, this was infamously known as the “shack up” law, but social mores have changed and it may be that this law is rapidly becoming irrelevant. If you live alone, does this law also mean that in your three-bedroom home, only you and the unrelated person can reside there? Why should a family get to have seven persons in a three-bedroom home while you are allowed only one other person simply because you chose not to get married? It may be that the Legislature meant to guard against a boarding house or subleas-

ing situation, and not to limit three unrelated persons from living together. The MRL speaks to at least one other person being allowed to live in the home, but does not place any limitations on the total number of occupants.

#### Subleasing

Many communities have rules against subleasing for obvious reasons. Other issues involving subleasing are complicated, as are the various laws and legal decisions on the topic. These, for now, are beyond the scope of this article. Suffice it to say that MRL Section 798.23.5 does allow subleasing in limited situations, and management is otherwise free to restrict subleasing.

#### Age Restrictions

Age restrictions set forth in Rules and Regulations or rental agreements may limit who may live in a community, based upon the Federal Fair Housing Act of 1988. In

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an “all age” community, the age of occupants is not an issue, although many community owners would be within their rights to require that at least one person living in the home is an adult (age 21+). In an age 62+ community, all residents must be age 62 or older. In an age 55+ community, at least 80% of the occupied housing units must be occupied by at least one person who is age 55+. It is up to the community owner to define the age rules for the remaining occupants. If one person is age 55+, then all others could be required to be age 55+, or there could be a lower limit (say 40 years of age or 21) or no limit on the ages of the other occupants.

For age 55+ communities, Federal law allows the remaining 20% of the housing units to be occupied by persons under the age of 55 so long as the housing provider maintains the 80% ratio referred to above, and further maintains an intent to operate the property as “housing for older persons”. This 20% “buffer” is designed to allow for certain exceptions, such as when the homeowner dies and leaves the home to persons who are under age 55. In up to 20% of the home sites, Congress intended that ‘under age’ occupants can be allowed, so that inheritance rights of the heirs are not forfeited.

#### Guests

Residents may have guests visit them from time-to-time. Guests do not need to register with management. Management may not charge a guest fee if the guest stays no more than 20 consecutive days or more than 30 days total in a calendar year. (MRL Section 798.34 (a))

It is permissible to limit the number of guests using the common area facilities at any one time so that other residents are not effectively denied the use of the facilities due to overcrowding by guests. For example, if one family invades the swimming pool area with 30 guests, the facility would be “swamped” and that would make it almost impossible for other residents to enjoy the pool.

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Many communities have rules providing that guests must be accompanied by a resident when using the common area facilities. This makes good sense for liability reasons, and ensures that guests do not abuse the facilities. Occasionally, however, a homeowner will have guests and for good reason may not be able to accompany guests to the common area facilities due to illness, handicap or work requirements. Must the guests then sit in the home all day twiddling their thumbs? Rather than deny guests the use of the facilities in such circumstances, the best practice is for the homeowner to introduce the guests to management and to request a temporary “Guest Pass” for such visits.

#### Live-in Caregivers

The MRL provides that a resident may share his/her home with a live-in caregiver who is over 18 pursuant to a physician’s treatment plan. The caregiver need not comply with any

age restriction in the community, and for example could be 25 years old even if the park rules specify that all residents must be 55 or older. In age restricted communities, a resident may share his/her home with a parent, sibling, child or grandchild if that person is over 18 years of age and needs in-home care. In such a case, the senior resident is the caregiver, and the person for whom care is being given need not comply with any age restrictions of the community as long as that person is over 18. A treatment plan prepared by a licensed health care provider may be required by management to verify the need for the caregiver. (See MRL Sections 798.34 (c) and (d))

Problems arise when “phony” caregivers arrive. Regrettably, there are times when fake caregivers take advantage of the homeowner, or refuse to abide by the Rules and Regulations of the community. The best practice is for management to

insist on receiving a legitimate written treatment plan by a licensed health care provider showing that the “caregiver” actually is the real and necessary caregiver for the resident. For a caregiver’s rule violations, management must unfortunately give notice of violation to the homeowner who is responsible for the conduct of the caregiver. Management should make sure that the notice of violation is based on first-hand observations, reliable information or the statements of witnesses, if available.<sup>4</sup>

In situations where a fake caregiver

<sup>4</sup> For any rule violation that does not involve violence or the threat thereof, we recommend that management contact the violator and orally request compliance. If that doesn’t work, we generally suggest that management write a short note to the homeowner quoting the rule in question, describing the violation and requesting compliance. If compliance cannot be achieved through these informal means, then management should serve a formal 7-Day or 14-Day Notice of Violation as per MRL Section 798.56 (d). Note that failure to comply with such a notice can have severe consequences, including losing the right to live in the community.

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has been asked by the homeowner to leave the home, but still tries to come into the community to harass the homeowner or tries to use the common area facilities, the best practice is for the homeowner to obtain a restraining order against such a person. Management can also have such person removed from the common areas as a "trespasser".

When management or the neighbors reasonably suspect that a homeowner is the victim of spousal or elder abuse, a referral call may be placed to the office of the local County Adult Protective Services, or other similar agency.

#### Other Issues

Here are some other commonly asked questions about living situations:

#### House Sitting

I'm going on vacation and I've asked my buddy Bob to stay in my house

while I'm gone and get my mail. Is this OK? No it is not. Unless your management specifically allows this practice, you may not have someone "house sit" your home while you are gone. Imagine the consternation that would be caused if so-called "house sitting" strangers were moving in and out of your community all of the time.

#### Guest's Pets

Most communities have rules which state that homeowners must get management's permission to have a pet. The same rule should apply to guests. A rule stating that guests cannot have pets is also permissible, although we believe that the best practice is to allow guests to have pets if they are pre-approved by management and if they do not overcrowd the homeowner's home and yard. Of course, the standard pet rules would apply to any guest's pet. ♦

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# FEATURE ARTICLE

Todd Su and Cindi Su

## How to Give Great Customer Service, From A To Z

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Todd Su is the President and CEO of Advantage Homes, which specializes in new custom built manufactured homes in parks and on private properties. Cindi Su is the Vice President and Senior Finance Manager. They may be reached through their website: [advantagehomes.com](http://advantagehomes.com)



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an industry leader they can trust – a leader that has morals, values and integrity. Your employees want to work for a company that offers a great product or service they can believe in and that has an honorable reputation. “Honest Abe”, or Abraham Lincoln, is said to have been one of the greatest Presidents to ever lead our country, and he didn’t achieve his success or earn that nickname by being dishonest. Your employees want to feel good about their jobs – it is important to establish core values for both the business and yourself as the leader, and to then live and lead by those values as an example to your employees.

#### Communication

Without clear communication, your team won’t understand your mission, goals, and vision. Employees want to work towards something they believe in, so it is important

that they understand that they are working toward the same goals you are. Communication should also be consistent in establishing work expectations, giving constructive feedback, and in training new employees. With great communication, your team will know exactly what they are working for and will rely on you and give their best effort for you.

#### Confidence

When things go wrong, employees/agents look to you for the answers and judge the situation based upon your reaction. Even if the company is experiencing a major downturn, it’s important to always be confident, calm and set a good example. If you aren’t confident with the organization in a situation, then be confident in your own leadership skills. Your job is to maintain the happy work environment, and continue leading the team in their daily work.

#### Inspiration

Now that you’re in a business that’s already been established, it is important to get your team invested in the vision and future of the company.

You must be inspired and invested in the company in order to inspire others, like Larry Page and Sergey Brin, the founders of Google. The product of their own inspiration has inspired millions of others across the world, and has significantly impacted the world we live in today. Though inspiration often looks forward to the future, it is also important for the present; it gives your team a reason to work, to succeed, and to do their best in everything they do. Make them feel invested in the company through inspiration and they will be loyal, hard-working employees/agents.

#### Positivity

Regardless of the situation, always stay positive. Positivity is essential to productivity, employee happiness, and work environment. When mistakes are made, even if they are serious, it is important to look at the bright side of things.

You are setting the tone for the work day, and your attitude directly affects those under your leadership. Bringing snacks, giving compliments, and even showing an appropriate interest in an employee’s personal life can have a significant impact on their work day.

#### Delegation

If there is a highly important project, it can be difficult to trust employees without micromanaging. Trusting them to do their best possible work is a sign of strength in your leadership and will encourage them to live up to your expectations.

When it comes to delegation, the idea is to decide what strengths each employee possesses, and to assign them tasks that best fit those strengths.

The ability to delegate successfully will lead to higher quality work and productivity.

#### Commitment

Nothing shows commitment and humility like getting your hands dirty with the rest of the staff. Showing your commitment sets the example for others to follow, and leads to greater loyalty and respect for you as a leader. Always be committed in whatever you do, whether it is a promise to have a holiday party, a day off, or a meeting time. You are in the spotlight as a leader, and you will be judged harder for your actions than others will be. Set the tone of commitment, and others will follow suit.

#### Humor

Although not a requirement, a sense of humor goes a long way in leadership. It helps create a positive work environment and enhances the feeling of camaraderie. Warren Buffett, for example, once said, “I buy expensive suits. They just look cheap on me.” Your unique personality and sense of humor shows your employees/agents that you are more than a leader, and that you aren’t a machine, which encourages them to feel comfortable around you.

#### Creativity

Some decisions have to be made quickly, and catch us by surprise. In times like these, it is up to you to think outside the box to find a solution. Your team will be looking to you in these situations for guidance, so a quick decision must also be a good decision. Henry Ford faced a situation like this when demand for

his vehicles was so high he couldn’t possibly keep up. Instead of making the obvious decision to hire more people, he thought with creativity and developed the assembly line.

#### Intuition

Sometimes we are presented with situations that are not in the textbooks, and for which you might not be prepared as a leader. The first decision is not always the best one, and taking your time to come up with a unique solution can be in the best interest of your workers and organization. Sometimes, leaders have to draw upon their instincts, past experiences and mentors for help in these complicated situations.

“If your actions inspire others to dream more, learn more, do more and become more, you are a leader.” John Quincy Adams, the Sixth President of the United States. ♦

# INTERESTED IN SELLING YOUR COMMUNITY?

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Email: [akotowicz@follettusa.com](mailto:akotowicz@follettusa.com)  
Phone: 916-400-9070  
[www.follettusa.com](http://www.follettusa.com)



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# MCM Graduate List

The Manufactured Housing Community Manager (MCM) program was founded in 1993 to provide WMA members and members of the manufactured housing industry continuing education towards an MCM designation, an award given to manufactured housing community professionals who have distinguished themselves in areas of experience, education, and professional and ethical conduct.

To qualify for an MCM designation, a candidate must complete courses in the MCM Accreditation Program totaling 60 units and pass the corresponding exams.

The following WMA members are the Class of 2016 MCM graduates. Please join us in congratulating these newly accredited participants:

<b>Sandy Astley</b>	New Frontier MHC Santee, CA	<b>Renee Cervantes</b>	Lamplighter Ontario Ontario, CA
<b>Sylvia Austin</b>	Los Robles MH Estates Paso Robles, CA	<b>Deanna Chinchilla</b>	Villa Montclair Montclair, CA
<b>Andrew Balaguy</b>	HCA Management Co., LLC Novato, CA	<b>Karen Cole</b>	Newport Pacific Capital Company, Inc Irvine, CA
<b>Bob Baranek</b>	Oakridge MHP Fullerton, CA	<b>Robert Cole</b>	Newport Pacific Capital Company, Inc Irvine, CA
<b>Ellie Bemis</b>	Lamplighter Los Coches Lakeside, CA	<b>Daniel Cuevas</b>	Imperial Sands Mobile Park San Diego, CA
<b>Melanie Bisher</b>	Ramona Terrace Estates Ramona, CA	<b>Patricia Davis</b>	Brandenburg, Staedler & Moore San Jose, CA
<b>Dana Busch</b>	St.Clair Property Management Tustin, CA	<b>Paul Dingeldine</b>	Helena Mobile Park Chula Vista, CA
<b>Raque lCarrillo</b>	TRI Property Management Rocklin, CA	<b>Nancy Estrada</b>	Briarwood MHP Sacramento, CA
<b>Maria Castaneda</b>	Arrowhead Estates Fontana, CA		

<b>Hugo Galeana</b>	Garden Terrace Estates Garden Grove, CA	<b>Christina Orozco</b>	Whittier East MHP Whittier, CA
<b>Steve Harmon</b>	Diamond K MHP Roseville, CA	<b>Dale Orr</b>	Boulders at the Lake Palmdale, CA
<b>Bill Harrison</b>	Sierra Meadows Mobile Estates Citrus Heights, CA	<b>Debora Peebles</b>	Rancho Santa Barbara Santa Barbara, CA
<b>Lee Heffelfinger</b>	Hemet West Mobile Estates Hemet, CA	<b>Larry Peebles</b>	Rancho Santa Barbara Santa Barbara, CA
<b>Scot Hendricks</b>	Oakridge MHP Sylmar, CA	<b>Sarah Peters</b>	The Woods Little River, CA
<b>Mike Huskey</b>	Twin Oaks MHP La Verne, CA	<b>Felipe Ramirez</b>	Colonial Park Santa Rosa, CA
<b>Sally Huskey</b>	Twin Oaks MHP La Verne, CA	<b>Joel Rebelo</b>	Saddleback Mobilodge Tustin, CA
<b>Kent Johns</b>	Casa Grande Mobile Estates Escondido, CA	<b>Judy Riviera</b>	Journey's End MHP Santa Rosa, CA
<b>Yanely Lara</b>	Orangewood Park For Mobile Homes Fontana, CA	<b>Ouida Robinson</b>	Hasley Canyon MHP Castaic, CA
<b>Linda Licon</b>	Bonanza Mobilehome Park San Bernardino, CA	<b>Diane Roman</b>	Valle Verde Mobile Estates San Marcos, CA
<b>Ramon Llerenas</b>	Imperial Sands Mobile Park San Diego, CA	<b>Cheryl Salisbury</b>	Trailer Rancho RV Park Encinitas, CA
<b>William Lowman</b>	Quail Trails Village Paradise, CA	<b>Cynthia Solis</b>	Del Este Mobile Estates Anaheim, CA
<b>Sherri Markam</b>	Lamplighter Ontario Chino, CA	<b>Rebecca Taylor</b>	Monterey Manor MHE Upland, CA
<b>Eleanor McCampbell</b>	Rock Creek MHP Auburn, CA	<b>Janet Ungaro</b>	Stockton Verde MHP Vista, CA
<b>Randy Northcote</b>	New Frontier MHC Santee, CA	<b>Linda Whipple</b>	Granada Mobile Estates Chula Vista, CA
		<b>Dan Wright</b>	Borrego Roadrunner Club Borrego Springs, CA ♦

WMA's 2016 Seminars



Complete seminar information available at [wma.org/MCM2016](http://wma.org/MCM2016)

Locations

**Sacramento - NEW LOCATION**  
 Sacramento Marriott Rancho Cordova  
 11211 Point East Dr.  
 Rancho Cordova, CA 95742  
 916.638.1100

**Rohnert Park**  
 DoubleTree - Sonoma  
 One DoubleTree Drive  
 Rohnert Park, CA 94928  
 707.584.5466

**Milpitas - NEW LOCATION**  
 Embassy Suites Milpitas - Silicon Valley  
 901 E. Calaveras Blvd.  
 Milpitas, CA 95035  
 408.942.0400

**Burbank**  
 Marriott Burbank Airport Hotel  
 2500 North Hollywood Way  
 Burbank, CA 91505  
 818.843.6000

**Ontario**  
 DoubleTree by Hilton Ontario Airport  
 222 N. Vineyard Ave.  
 Ontario, CA 91764  
 909.937.0900

**San Diego - NEW LOCATION**  
 DoubleTree by Hilton San Diego -  
 Downtown  
 1646 Front St.  
 San Diego, CA 92101  
 619.239.6800

Seminar classes are from 9:00 a.m. to 4:00 p.m.  
 Lunch is included

Please contact WMA if you require reasonable accommodations to fully participate.

Register online today!  
[wma.org/online-registration](http://wma.org/online-registration)



# Registration Form

Name \_\_\_\_\_ Email Address \_\_\_\_\_

Name \_\_\_\_\_ Email Address \_\_\_\_\_

Community/Firm \_\_\_\_\_ Membership # \_\_\_\_\_

Address \_\_\_\_\_ City, State \_\_\_\_\_ Zip \_\_\_\_\_

Phone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

Registration Fees				
Registrations for	# of Registrants	Member Rate	Non Member Rate	Sub Totals
all 3 courses	_____	\$489*	\$979*	\$_____
april	_____	\$189	\$379	\$_____
may	_____	\$189	\$379	\$_____
august	_____	\$189	\$379	\$_____
<b>Grand Total</b>				\$_____

Dates & Locations (see seminar details on facing page)			
May		August	
Infrastructure Maintenance		Fair Housing: Issues & Solutions	
<b>Sacramento</b>	<input type="checkbox"/> May 3	<b>Sacramento</b>	<input type="checkbox"/> August 2
<b>Burbank</b>	<input type="checkbox"/> May 10	<b>Burbank</b>	<input type="checkbox"/> August 4
<b>Ontario</b>	<input type="checkbox"/> May 11	<b>Ontario</b>	<input type="checkbox"/> August 10
<b>San Diego</b>	<input type="checkbox"/> May 12	<b>San Diego</b>	<input type="checkbox"/> August 11
<b>Rohnert Park</b>	<input type="checkbox"/> May 24	<b>Rohnert Park</b>	<input type="checkbox"/> August 23
<b>Milpitas</b>	<input type="checkbox"/> May 25	<b>Milpitas</b>	<input type="checkbox"/> August 29

**Registration Policies:** To qualify for member rates, attendees must be either community owners or managers of member communities, work directly for a S&I member or be directly employed by a member management company. Managers or assistant managers directly employed by a non member community, but managed by a member management company, do not qualify for member rates.

\*To qualify for the discounted series registration rate, one individual must register for all three seminars in the series. Any cancellations or substitutions on series registrations will revert the remaining registered seminars to the single registration rate. A \$50 administrative fee will be applied for any cancellation or location change within three business days of the event. No refunds for "no shows." Please register at least five business days prior to the event. **Confirmations will be delivered via email; course materials will be provided at the seminar.**

Please return this form with your check or credit card information completed below:

Check/Money Order  Visa  MasterCard  AMEX  Discover

Name on Card \_\_\_\_\_

Card # \_\_\_\_\_ Exp \_\_\_\_\_

Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature \_\_\_\_\_ Email Address \_\_\_\_\_

No solicitation of attendees or staff shall be conducted at educational seminars.

address 455 capitol mall, suite 800 | sacramento, ca 95814  
 phone 916.448.7002 | fax 916.448.7085 | email [info@wma.org](mailto:info@wma.org)



## Western Manufactured Housing Communities Association (WMA) Application for Community Membership

### Community Membership Categories

- Community Membership:** Consists of mobilehome/manufactured housing communities, including communities that rent spaces to recreational vehicles.
- 501c3 Community:** Consists of mobilehome/manufactured housing communities that are a nonprofit corporation.
- Resident Owned Community:** Consists of mobilehome/manufactured housing communities that are resident owned.

### COMMUNITY INFORMATION (Please complete a separate application for each community)

COMMUNITY \_\_\_\_\_ NO. OF SPACES \_\_\_\_\_

COMMUNITY ADDRESS \_\_\_\_\_ COUNTY \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

DOES THIS COMMUNITY RECEIVE MAIL DELIVERY?  YES  NO

IF YES, INCLUDE IN MAIL LIST?  YES  NO

Do you have operational fire hydrants?  Yes  No What are the age rules? \_\_\_\_\_  
 Do you have long-term leases?  Yes  No  All Age  55  62  
 Do you permit subleasing?  Yes  No  
 Do you provide master-meter utility services?  
 Electric:  Yes  No Gas:  Yes  No  
 Propane:  Yes  No Water:  Yes  No  
 Utility District:  PG&E  SoCal Gas  SoCal Edison  SDG&E  
 Other: \_\_\_\_\_

### OWNER INFORMATION

NAME \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

SEND BILLS TO:  OWNER  MANAGEMENT COMPANY (IF MANAGEMENT COMPANY, PLEASE COMPLETE INFORMATION BELOW):

### MANAGEMENT COMPANY (if applicable)

FIRM \_\_\_\_\_ CONTACT \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

### MEMBERSHIP INVESTMENT

Total No. of Spaces @ \$10.35 per space \_\_\_\_\_ \$ \_\_\_\_\_  Visa  MasterCard  American Express  Check Enclosed

Minimum Annual Dues — \$400 (40 spaces or less)  
 \$900 for 501c3 or Resident Owned Communities

Voluntary Candidate PAC Contribution @ \$4.00 per space \_\_\_\_\_ \$ \_\_\_\_\_ CREDIT CARD NUMBER \_\_\_\_\_ EXPIRATION DATE \_\_\_\_\_

Voluntary Anti-Rent Control/Issues PAC Contribution @ \$2.00 per space \_\_\_\_\_ \$ \_\_\_\_\_ BILLING ADDRESS AND ZIP CODE \_\_\_\_\_

Amount of Check Enclosed \_\_\_\_\_ \$ \_\_\_\_\_ CARD HOLDER'S NAME \_\_\_\_\_

Community Members maintaining a controlling interest in more than one community must secure a separate membership for each community under his or her control. In the case of limited partnership or ownership syndications, the General Partners shall be considered to have a controlling interest for purposes of this section. —WMA Bylaws, Article V, Section 2.

I certify that this application complies with the aforementioned bylaws requirement. Should ownership in any additional community not listed on this application be acquired, the association shall be notified and the appropriate application submitted. Applicant understands that dues are nonrefundable and agrees to uphold WMA Code of Ethics and to maintain membership in good standing. Dues payments to WMA, as well as contributions made to Political Action Committees, are not deductible as charitable contributions for federal income tax purposes. WMA dues may be deducted as an ordinary and necessary business expense. In compliance with the Omnibus Budget Reconciliation Act of 1993, 80% of your membership dues is deductible as a business expense. Further information on this law should be obtained from your tax advisor.

AUTHORIZED SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

MAIL TO: WMA | 455 CAPITOL MALL, SUITE 800 | SACRAMENTO, CA 95814  
 QUESTIONS? CONTACT US AT PHONE: 916.448.7002 | FAX: 916.448.7085 | EMAIL: [info@wma.org](mailto:info@wma.org) | VISIT OUR WEBSITE: [wma.org](http://wma.org)

"WMA—Advancing and Protecting the Manufactured Housing Industry."



Western Manufactured Housing Communities Association (WMA)  
WMA Application for Service and Industry Membership

**Service and Industry (S&I) Membership:**

Consists of manufacturers of homes, sellers of homes, and suppliers of materials, products, or services related to the manufactured housing industry, or firms engaged in the business of management and marketing services on behalf of community owners. See the listing below to determine if your company falls within this membership category.

(Note: Firms owning mobilehome/manufactured housing communities must maintain Community Membership for each property.)

**COMPANY INFORMATION**

FIRM NAME \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

CONTACT NAME \_\_\_\_\_

CONTRACTOR'S, BROKER'S, ENGINEER'S, OR OTHER LICENSE # \_\_\_\_\_ STATE IN WHICH ISSUED \_\_\_\_\_

TITLE OF LICENCE \_\_\_\_\_ REGION SERVED \_\_\_\_\_

**DESCRIPTION OF COMPANY SERVICES** – Describe services(s) provided and/or types of products sold. This description will be included in your company's listing in WMA's S&I Directory, and the "Industry Services" section of our website. Limit is 40 words.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Primary Listing Category** (Select from the list below): \_\_\_\_\_

Please check one (1) additional category below to be used as cross-listings in the S&I Directory and on our website.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> ADA Compliance                 | <input type="checkbox"/> Electric Equipment and Contractors | <input type="checkbox"/> Manufactured Home Supplies               |
| <input type="checkbox"/> Appraisal Services             | <input type="checkbox"/> Financial Lending                  | <input type="checkbox"/> Mfd. Hsg. Community Closures/Conversions |
| <input type="checkbox"/> Asphalt Maintenance            | <input type="checkbox"/> Gas Systems                        | <input type="checkbox"/> Mfd Hsg. Community Inspections           |
| <input type="checkbox"/> Attorneys                      | <input type="checkbox"/> Insurance Services                 | <input type="checkbox"/> Real Estate                              |
| <input type="checkbox"/> Billing Services               | <input type="checkbox"/> Management Services                | <input type="checkbox"/> Residential Screening Services           |
| <input type="checkbox"/> Collection Services            | <input type="checkbox"/> Manufactured Home Builders         | <input type="checkbox"/> Solar Power                              |
| <input type="checkbox"/> Computer Services/Software/Web | <input type="checkbox"/> Manufactured Home Demolition       | <input type="checkbox"/> Tree Care                                |
| <input type="checkbox"/> Construction and Materials     | <input type="checkbox"/> Manufactured Home Sales            | <input type="checkbox"/> Utilities                                |

**MEMBERSHIP INVESTMENT**

ANNUAL DUES.....\$900 \$ \_\_\_\_\_

Voluntary Candidate PAC Contribution @ \$150.00..... \$ \_\_\_\_\_

Voluntary Anti-Rent Control/Issues PAC Contribution@ \$100.00.... \$ \_\_\_\_\_

**Amount of Check Enclosed** ..... \$ \_\_\_\_\_

Visa  MasterCard  American Express  Check Enclosed

CREDIT CARD NUMBER \_\_\_\_\_ EXPIRATION DATE \_\_\_\_\_

BILLING ADDRESS AND ZIP CODE \_\_\_\_\_

CARD HOLDER'S NAME \_\_\_\_\_

Dues payments to WMA, as well as contributions made to Political Action Committees, are not deductible as charitable contributions for federal income tax purposes. WMA dues may be deducted as an ordinary and necessary business expense. In compliance with the Omnibus Budget Reconciliation Act of 1993, 80% of your membership dues is deductible as a business expense. Further information on this law should be obtained from your tax advisor.

I certify that neither this firm nor any of its principals own a mobilehome/manufactured housing community. Should ownership be acquired, the Association will be notified and the community membership application(s) will be submitted. Applicant understands that dues are nonrefundable and agrees to uphold WMA Code of Ethics and to maintain membership in good standing.

AUTHORIZED SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

MAIL TO: WMA | 455 CAPITOL MALL, SUITE 800 | SACRAMENTO, CA 95814

QUESTIONS? CONTACT US AT PHONE: 916.448.7002 | FAX: 916.448.7085 | EMAIL: info@wma.org | VISIT OUR WEBSITE: wma.org

# WMA ORDER FORM

Now members can place orders online! Login on [wma.org](http://wma.org) and go to [wma.org/shop-wma](http://wma.org/shop-wma). OR you may want to subscribe to WMA Forms Online! Login and go to [wma.org/forms-online](http://wma.org/forms-online).

## FOR WMA MEMBERS



Western Manufactured Housing Communities Association

NCR forms sold in lots of 25; single forms sold in pads of 50. Asterisk (\*) indicates single forms:

ITEM #	DESCRIPTION	QTY	PRICE	TOTAL	ITEM #	DESCRIPTION	QTY	PRICE	TOTAL
<b>MANUALS</b>									
316	Disaster Preparedness Manual .....		\$20	\$ _____	<b>Rules and Regulations Violations (continued)</b>				
302	Guide to Mobilehome Park Residency Forms & Documents .....		\$50	\$ _____	128	Just a Reminder .....		\$8	\$ _____
317	Title 25 Tabbed Version .....		\$50	\$ _____	164	Notice of Intention to Tow Vehicle.....		\$8	\$ _____
310	WMA Guide: Mobilehome Park Statutes and Regulations (MRL, Mobilehome Parks Act and Title 25) .....		\$75	\$ _____	129	Notice of Meeting Regarding Proposed Amendment to Park Rules and Regulations.....		\$8	\$ _____
312	California Mobilehome Laws (CML) .....		\$75	\$ _____	106	Notice to Occupant.....		\$8	\$ _____
<b>FORMS FOR RESIDENT OWNED HOMES (MEMBERS ONLY)</b>									
<b>Prospective and New Residents</b>									
202	<b>PROSPECTIVE AND NEW RESIDENT PACKAGE ....</b>		<b>\$190</b>	<b>\$ _____</b>	144	Proof of Service.....		\$19	\$ _____
<i>The above package includes the following forms:</i>									
172	Additional Occupant Agreement.....		\$8	\$ _____	165	Proof of Service of Notice of Intent to Tow Vehicle.....		\$19	\$ _____
171	Application for Approval of Additional Occupant .....		\$8	\$ _____	130*	Resident Objection Form.....		\$10	\$ _____
102*	Application for Residency .....		\$19	\$ _____	131	Vehicle Violation Notice .....		\$8	\$ _____
177	Consent to Obtain Consumer Credit Report.....		\$8	\$ _____	<b>Termination of Tenancy</b>				
114	Information for Prospective Homeowners .....		\$8	\$ _____	208	<b>TERMINATION OF TENANCY PACKAGE .....</b>		<b>\$140</b>	<b>\$ _____</b>
104	Mobilehome Park Rental Agreement Disclosure .....		\$12	\$ _____	<i>The above package includes the following forms:</i>				
176*	Notice of Rights and Responsibilities .....		\$10	\$ _____	140	3 Day Notice to Pay Rent or Quit and Sixty Day Notice to Terminate Possession.....		\$19	\$ _____
113	Notice of Zoning or Use Permit Lease of Park .....		\$8	\$ _____	141	3 Day Notice to Perform Covenants or Quit and Sixty Day Notice to Terminate Possession.....		\$19	\$ _____
154	Notice Regarding Negative Credit Information.....		\$8	\$ _____	142	60 Day Notice to Terminate Possession for Nonpayment of Rent and/or Nonperformance of Covenants.....		\$19	\$ _____
105	Notice to Homeowner.....		\$8	\$ _____	161	Mobilehome and Manufactured Home Sale or Transfer Repair/Improvement Notice .....		\$12	\$ _____
107	Pet Agreement and Rules.....		\$8	\$ _____	151	Notice of Belief of Abandonment.....		\$19	\$ _____
115	Privacy Statement.....		\$8	\$ _____	185*	Notice of Disposition of Abandoned Mobilehome .....		\$10	\$ _____
178	Prospective Purchaser Evaluation—Notice to Prospective Purchaser .....		\$15	\$ _____	184*	Notice of Intent to Dispose of Abandoned Mobilehome.....		\$10	\$ _____
179	Prospective Purchaser Evaluation—Notice to Selling Homeowner .....		\$8	\$ _____	187*	Notice to County Tax Collector Regarding Disposal of Abandoned Mobilehome .....		\$10	\$ _____
109	Prospective Resident Receipt for Financial Report Fee .....		\$8	\$ _____	186*	Notice to County Tax Collector Regarding Disposal of Mobilehome Using Warehouse Lien.....		\$10	\$ _____
159*	Registration File Card.....		\$16	\$ _____	143	Notice to Legal Owners, Junior Lienholders or Registered Owners.....		\$8	\$ _____
112	Statement Regarding Rental Agreement .....		\$12	\$ _____	144	Proof of Service.....		\$19	\$ _____
111*	Standard Twelve-Month Rental Agreement.....		\$19	\$ _____	160	Resident's Notice of Termination of Tenancy .....		\$8	\$ _____
110*	Standard Rental Agreement for a Term of Less Than Twelve Months .....		\$19	\$ _____	<b>Miscellaneous Forms</b>				
163	Swimming Pool and/or Spa Release Agreement .....		\$8	\$ _____	210	<b>MISCELLANEOUS FORMS PACKAGE.....</b>		<b>\$115</b>	<b>\$ _____</b>
183	Tenancy Information and Standards .....		\$8	\$ _____	<i>The above package includes the following forms:</i>				
<i>(effective 07.01.2016)</i>									
<b>Disclosure</b>									
204	<b>DISCLOSURE PACKAGE .....</b>		<b>\$35</b>	<b>\$ _____</b>	150	Agreement with Heir, Joint Tenant or Personal Representative of the Estate .....		\$8	\$ _____
<i>The above package includes the following forms:</i>									
120	Manufactured Home and Mobilehome Transfer Disclosure Statement (Lots of 10).....		\$20	\$ _____	170	Approval of Installation of Accommodation for Disabled Resident .....		\$8	\$ _____
104	Mobilehome Park Rental Agreement Disclosure .....		\$12	\$ _____	169	Master Meter System Public Awareness Message .....		\$8	\$ _____
121	Natural Hazard Disclosure Statement.....		\$12	\$ _____	181	Notice of Application of Pesticide to Common Area Without Licensed Pest Control Operator .....		\$8	\$ _____
<b>Rules and Regulations Violations</b>									
206	<b>RULES AND REGULATIONS VIOLATIONS PACKAGE .....</b>		<b>\$125</b>	<b>\$ _____</b>	182	Notice of Application of Pesticide to a Dwelling Unit Without a Licensed Pest Control Operator .....		\$8	\$ _____
<i>The above package includes the following forms:</i>									
125	7 Day Notice to Comply with Rules and Regulations ...		\$12	\$ _____	175*	Notice of Change to Mobilehome Residency Law.....		\$10	\$ _____
126	14 Day Notice of Intent to Charge for Space Maintenance.....		\$12	\$ _____	168	Notice of Conditions Requiring Removal of Mobilehome on Resale .....		\$12	\$ _____
166	14 Day Notice of Intent to Remove Personal Property ..		\$12	\$ _____	<i>Contents of Miscellaneous Forms Package continued on page two.</i>				
127*	Incident Report.....		\$10	\$ _____	<b>Subtotal Page One</b> \$ _____				
167	Inventory of Personal Property Removed.....		\$12	\$ _____	Go to page two for payment information.				

"WMA—Advancing and Protecting the Manufactured Housing Industry."

# Order Form for WMA Members — Page Two

Forms are available in packages for additional savings to you!

ITEM #	DESCRIPTION	QTY	PRICE	TOTAL
<b>210</b>	<b>MISCELLANEOUS FORMS PACKAGE</b> — <i>(Continued from page one)</i>			
174	Notice of Emergency Preparedness and Evacuation Plan .....		\$8	\$
152	Notice of Interruption in Utility Service.....		\$8	\$
180*	Notice of Rent Increase .....		\$10	\$
176*	Notice of Rights and Responsibilities .....		\$10	\$
153	Notice of Utility Assistance to Low Income Persons.....		\$8	\$
155	Notice to Heir, Joint Tenant and Personal Representative of the Estate .....		\$8	\$
157	Notice to Resident.....		\$8	\$
158	Recreational Vehicle Storage Agreement .....		\$8	\$
173	Verification of Emergency Preparedness Plan (Includes one form with instructions and template) .....		\$5	\$

**All forms sold in lots of 10:**

**FORMS FOR COMMUNITY OWNED RENTAL HOMES (STANDARD LANDLORD/TENANT LAWS)**

<b>502</b>	<b>COMPLETE PACKAGE OF FORMS</b> .....		<b>\$105</b>	<b>\$</b>
<i>Save 15% by purchasing the entire package. This also includes the Guide to Forms and Documents for Community Owned Rental Homes (a \$25 savings!)</i>				
<i>The above package contains the following forms:</i>				
306	Guide to Forms & Documents for Community Owned Rental Homes .....		\$25	\$
402	3 Day Notice to Pay Rent or Quit .....		\$5	\$
403	3 Day Notice to Perform Conditions and/or Covenants or Quit .....		\$5	\$

ITEM #	DESCRIPTION	QTY	PRICE	TOTAL
<b>FORMS FOR COMMUNITY OWNED RENTAL HOMES (STANDARD LANDLORD/TENANT LAWS) — (Continued)</b>				
404	30 Day Notice of Resident(s) Intent to Vacate .....		\$5	\$
405	30 Day Notice of Termination of Tenancy .....		\$5	\$
406	60 Day Notice of Termination of Tenancy .....		\$5	\$
407	Application to Rent and Receipt for Deposit/Screening Fee .....		\$14	\$
408	Notice of Change in Terms of Tenancy .....		\$5	\$
409	Notice of Right to Reclaim Abandoned Personal Property (Exceeding Value of \$700) .....		\$5	\$
410	Notice of Right to Reclaim Abandoned Personal Property (Valued at Less Than \$700) .....		\$5	\$
411	Notice to Enter Dwelling .....		\$5	\$
412	Rental Agreement (includes 10 EPA Lead Information Booklets) .....		\$20	\$
413	Smoke Detector Agreement .....		\$5	\$
414	Statement of Condition (Move In/Move Out) .....		\$14	\$
415	Itemized Statement of Repairs or Cleaning Proposed by Landlord .....		\$5	\$
416	Notice of Right to Request Initial Inspection .....		\$5	\$
417	Refundable Security Deposit Agreement .....		\$5	\$
418	Disclosure of Information on Lead-Based Paint (Includes 10 EPA Lead Information Booklets).....		\$6	\$
419	Bedbug Addendum.....		\$5	\$

**Subtotal Page Two** **\$**

Programs and publications by Western Manufactured Housing Communities Association (WMA) are intended to provide members with current and accurate information about the subjects covered. However, such information may not be sufficient in dealing with a member's particular problem, and WMA does not warrant or represent its suitability for such purpose. Members attending programs presented by WMA or using its publications do so with the understanding that WMA is not engaged in the practice of law and does not render legal or accounting services; and that the information published by WMA should not be relied upon as a substitute for independent research to original sources of authority.

Subtotal Page One	\$
Subtotal Page Two	\$
Total Both Pages	\$
Shipping Charges	\$
Taxable Subtotal	\$
Add 7.5% California Sales Tax (Except Sacramento and Yolo Counties—please use your local tax rate)	\$
<b>Total Amount Due</b>	<b>\$</b>

- BILLING INFORMATION:**
- Check enclosed (please make payable to WMA)
- Charge to:  VISA  MasterCard  American Express

Name on Card \_\_\_\_\_

Account # \_\_\_\_\_ Sec Code \_\_\_\_\_

Expiration Date \_\_\_\_\_ Total \$ Charged \_\_\_\_\_

Billing Address \_\_\_\_\_

City, State & ZIP \_\_\_\_\_

Signature \_\_\_\_\_

**Shipping Charges**

<b>Merchandise Subtotal</b>	
Up to \$50.00 .....	\$12
\$ 51 - \$100 .....	\$15
\$101 - \$150.....	\$20
\$151 and up.....	\$25

To find your local tax rate, go to <https://maps.gis.ca.gov/boe/TaxRates/>

Complete this form and return to:  
**WMA**  
 455 Capitol Mall, Suite 800, Sacramento, CA 95814  
 t 916.448.7002 | f 916.448.7085

**SHIPPING INFORMATION:**

Community Name \_\_\_\_\_

Street Address (No PO Boxes — Current Street Address Only) \_\_\_\_\_

City, State & ZIP \_\_\_\_\_

Phone Number \_\_\_\_\_ Membership Number \_\_\_\_\_

Email Address \_\_\_\_\_

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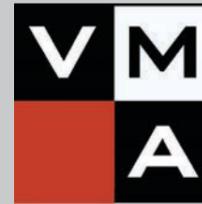
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property's needs, please contact Martinez & Associates, Inc. for a confidential evaluation and to discuss their management approach and strategy. Martinez & Associates, Inc. employ a team of high-level managers, leasing agents, contractors, vendors, and maintenance professionals who strive to provide the optimal results for properties and clients. Being mobile home park owners themselves, the principals of Martinez & Associates Inc. possess firsthand knowledge of the struggle to maintain and improve communities like yours. Let Martinez & Associates, Inc. show you how they stand out among other firms!



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Martinez & Associates, Inc. is an advisory commercial real estate brokerage firm specializing in the investment sales of Mobile Home Parks and Self Storage Centers. For over 17 years, Martinez & Associates, Inc. has

represented both buyers and sellers in the acquisition & disposition of manufactured home communities and continues to be the preeminent commercial brokerage firm within the California industry. According to CoStar Group, in the last 10 years Martinez & Associates, Inc. has sold more mobile home parks in California than any other broker or firm. With over 200+ closed transactions and a total market valuation exceeding \$700,000,000 over the past 17 years, Martinez & Associates, Inc. has a proven track record of success that begins with a thorough understanding of individual clients' personal goals and real estate needs. With access to the latest technology and tools, Martinez & Associates, Inc. offers a complete real estate experience that few firms can emulate.



The sole mission at Martinez & Associates, Inc. is to continuously analyze their clients' real estate portfolios, maximize revenue, and seek out additional income streams by increasing real estate holdings and

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**Current Listings**

**Country Club Village MHC**

- Mesa, AZ
- 494 Spaces- All Age Community
- High Demand
- Great Phoenix Area

**Summit MHP**

- West Hills, CA
- 203 Spaces- All Ages Community
- **IN ESCROW**
- High Demand Rental Market

**Mulberry MHP**

- Turlock, CA
- 53 Spaces- All Ages Community
- Recently Renovated
- No Rent Control

**Tierra Grande**

- Mojave, CA
- 64 Spaces- All Ages Community
- No Rent Control

**Blackstone RV Park**

- Fresno, CA
- 94 RV Spaces
- Vacancy Upside
- Upgraded Common Areas

**Parkview Mobile Lodge**

- Fresno, CA
- 47 Spaces- All Ages Community
- All Utilities Sub-Metered
- High Demand Rental Market

**Arena RV Park**

- Chowchilla, CA
- 48 Spaces- All Ages Community
- Vacancy Upside
- Upgraded Common Areas

**5 Additional Listings coming April 2016**

**Recent Sales**

**Caravana Mobile Lodge**

- San Jacinto, CA
- 98 Spaces
- \$ 3,550,000**

**Glen Avon Mobile Estates**

- Jurupa Valley, CA
- 35 Spaces
- \$ 1,650,000**

**Royal Oak MHP**

- Davis, Ca
- 188 Spaces
- \$ 10,100,000**

**Oakdale MHP**

- Sunland, Ca
- 88 Spaces
- \$ 5,455,000**

**Silver City Resort**

- Morro Bay, CA
- 135 Spaces
- \$ 11,750,000**

**Sunny Skies MHP**

- Lancaster, CA
- 72 Spaces
- \$ 1,500,000**

**Fairview MHP,**

- Coalinga, CA
- 86 Spaces
- \$ 2,850,000**

**Corona La Linda MHP**

- Corona, CA
- 132 Spaces
- \$ 16,700,000**

**Roseland MHP**

- Hemet, CA
- 98 Spaces
- \$ 2,450,000**

**Pine Ridge RV Park**

- Paradise, CA
- 43 Spaces
- \$ 2,175,000**

FOR INFORMATION ON RECENT SALES, NEW LISTINGS OR A CONFIDENTIAL CONSULTATION CONTACT:

**Victor M. Martinez**

Principal, Founder & President

Office: (909) 945-8989

Fax: (909) 945-8929

Email: info@martinezandassociates.com

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