

## WMA's 2014 Seminars



Complete seminar information  
available at [wma.org/MCM2014](http://wma.org/MCM2014)

## Locations

### Sacramento

Hilton Sacramento  
2200 Harvard Street  
Sacramento, CA 95815  
916.922.4700

### Rohnert Park

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

### Fremont

Fremont Marriott Silicon Valley  
46100 Landing Parkway  
Fremont, CA 94538  
510.413.3700

### Burbank

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

### Ontario

Hotel Ontario Airport (Formerly a Hilton)  
700 North Haven Avenue  
Ontario, CA 91764  
909.980.0400

### NEW LOCATION!

### San Diego

DoubleTree by Hilton San Diego - Mission Valley  
7450 Hazard Center Drive  
San Diego, CA 92108  
619.297.5466

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)



Western  
Manufactured Housing Communities  
Association

# 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	_____	\$469	\$940	\$ _____
april	_____	\$179	\$360	\$ _____
may	_____	\$179	\$360	\$ _____
august	_____	\$179	\$360	\$ _____
<b>Grand Total</b>				<b>\$ _____</b>

## Dates & Locations (see seminar details on facing page)

April		May		August	
Applications to Terminations		Park Operations		Common Resident Issues	
<b>Sacramento</b>	<input type="checkbox"/> April 8	<b>Sacramento</b>	<input type="checkbox"/> May 12	<b>Sacramento</b>	<input type="checkbox"/> August 12
<b>Rohnert Park</b>	<input type="checkbox"/> April 10	<b>Rohnert Park</b>	<input type="checkbox"/> May 14	<b>Rohnert Park</b>	<input type="checkbox"/> August 14
<b>San Diego</b>	<input type="checkbox"/> April 15	<b>San Diego</b>	<input type="checkbox"/> May 15	<b>San Diego</b>	<input type="checkbox"/> August 19
<b>Fremont</b>	<input type="checkbox"/> April 17	<b>Ontario</b>	<input type="checkbox"/> May 20	<b>Fremont</b>	<input type="checkbox"/> August 21
<b>Ontario</b>	<input type="checkbox"/> April 23	<b>Burbank</b>	<input type="checkbox"/> May 21	<b>Ontario</b>	<input type="checkbox"/> August 27
<b>Burbank</b>	<input type="checkbox"/> April 24	<b>Fremont</b>	<input type="checkbox"/> May 22	<b>Burbank</b>	<input type="checkbox"/> August 28

**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)

## **2014 MCM TOPICS**

### **APRIL: *Applications to Terminations***

In this seminar we will examine the cycle of residency from the initial point of contact when a person inquires about residency to the last contact with a resident in various scenarios that may involve a resident's exit from your community. The speaker panel will include a management expert and industry attorney.

### **MAY: *Park Operations: Understanding the Big Picture***

This seminar will focus on what every manufactured housing community owner/operator should know when it comes to park operations. We will approach a variety of topics with consideration for what it means to the community –the business- and what it means to your residents. We will breakdown some of the main components of operating your community and discuss best practices and legal considerations with each subject. Topics include the laws, rental agreements, rents, rules and regulations, park inspections, home sales, evictions, park closures, and the most important component of your business – your residents. This seminar extends an excellent educational opportunity for those new to manufactured housing community management and/or ownership. Experienced managers and owners in attendance are encouraged to approach each subject through the eyes of their residents and share procedures and techniques that yield positive outcomes for the business and for residents. The speaker panel will include a management expert and industry attorney.

### **AUGUST: *Common Resident Issues***

In this seminar we will present a series of questions for discussion and answers. Join us and learn the finer points of approaching the most common concerns of residents and management-resident conflicts. Questions target topics such as maintenance complaints, dogs, rule enforcement, turning down a prospective purchaser, heirs, lot lines, rentals, and resident meetings. Hear tips on how to avoid unnecessary conflicts and leave with some new thoughts on how to develop and operate your community to the highest potential. The speaker panel will include a management expert and industry attorney.

### **Webinars**

Not able to attend our full-day seminars? Consider registering to attend a WMA webinar. Check the WMA calendar at [wma.org/calendar](http://wma.org/calendar) for available online courses. MCM attendees can earn between 1.0 and 3.0 MCM units for attending WMA webinars (exam may be required for some courses). Webinars are announced throughout the year so be sure to subscribe to our email list at [wma.org/subscribe](http://wma.org/subscribe) to be well informed on all educational opportunities available from WMA.

### **2014 WMA Convention and Expo — October 13-16**

As always, the WMA Convention and Expo is a great way to earn your MCM credits. This year, at the Planet Hollywood Hotel in Fabulous Las Vegas Nevada, you can earn up to 10.0 MCM units. Go to [wma.org/conv2014](http://wma.org/conv2014) for details.

