

*North Bay*

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# Mobilehome Magazine

The #1 Source of Information for  
Mobilehome Owners in California

Promoting Good Relations Between Managers and Residents

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# T A B L E O F C O N T E N T S

From The Desk of the Editor .....	<b>Page 4</b>
News From Suzanne Angeo - Santa Rosa .....	<b>Page 5</b>
Some Differences between GSMOL & Mobilehome Magazine .....	<b>Page 6</b>
Meet the Rebuilding Together Organization .....	<b>Page 7</b>
How Seniors Benefit from Computers .....	<b>Page 9</b>
Did You Know? .....	<b>Page 10</b>
How to Resolve Issues in Mobilehome Parks .....	<b>Page 11</b>
Archived Articles Now Available .....	<b>Page 12-13</b>
Park Manager - Friend or Foe? .....	<b>Page 15</b>
Good Things Happen When You Donate .....	<b>Page 16</b>
Order & Donation Form .....	<b>Page 17</b>



# From the Desk of the Editor



When I was a kid, I remember typing the phrase “Now is the time to come to the aid of your country”. I typed it over and over trying to improve my speed and accuracy. I’m sure I wasn’t the only one, if you had a typewriter, you probably did too. And I became a pretty good typist, never knowing how much I’d use it over the years.

What does this have to do with Mobilehome Magazine? Today, it has everything to do with it. It means the future of the magazine! Although today we have a distribution network made up of over a hundred mobilehome owners (thank you all - without you there would be no Magazine), the Magazine is published and funded by one mobile-home owner, namely myself.

I do not receive grants, I do not have corporate sponsors. I do not charge a membership or subscription fee (we have charged a subscription fee of \$15 in the past) because I want everyone to receive the information it provides.

Many have asked how do I fund the Magazine? The answer is simple, through advertising and donations. I have struggled with funding. Advertising sales is certainly not my forte and unfortunately today, advertising revenue does not cover expenses. Fortunately, two wonderful businesses have supported the magazine almost from the beginning, namely Weibel Insurance and Hughes West-Brook Insurance. Had it not been for them, there would be no magazine. Thank you Scott Wilson and Myron Hughes.

And as many of you know who have started your own businesses, getting off the ground can take lots of time, energy and money. When I started the magazine two years ago, I estimated the underestimated expenses to produce it. Of course printing costs were my biggest estimate. Little did I realize how many other expenses, especially distribution costs, were involved. For example, today we publish 25,000 magazines. If all were mailed in boxes to park contacts, that alone would cost over \$2,500!

So what’s the bottom line? It is simple. If you are reading this, I need YOUR SUPPORT. The magazine may not continue without it. It is a matter of numbers. There would be no financial issues if everyone sent just \$2-\$3 a year, a small price to pay for all the magazine provides. Your donation will not only keep the Magazine coming to you, but it will allow me to expand in the North Bay area and provide a Magazine to others. Please read the article on page 14: Good things happen when you donate. Ultimately I want all mobilehome owners in California to receive a Magazine. Wouldn’t that be wonderful? That’s my goal!

*Frank A. Wodley,*  
**Editor & Publisher,  
Mobilehome Magazine**

## Mobilehome Magazine

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# News From Suzanne Angeo, Santa Rosa CA

## **ROGER MCCONNELL HONORED BY THE COUNTRY MHP HOA, CITY AND COUNTY OFFICIALS**

The President of SRMOA, Roger McConnell, received much-deserved acclaim for his many years of service to MHP residents at a special event held at The Country MHP clubhouse on July 13. About 100 residents from The Country and other area MHPs came to see Roger presented with Certificates of Recognition by the District Attorney, the County Board of Supervisors and The Country HOA. The D.A. Jill Ravitch, Supervisors Susan Gorin and Shirlee Zane, and City Councilmember Julie Combs were present, and all spoke in praise of Roger's many noteworthy accomplishments on behalf of residents over the years.

Roger was also honored with a special resolution presented by the County Board of Supervisors at their July 30th meeting. This recognition is long overdue. Roger will be stepping down as SRMOA President next year. We wish him well!

## **REDWOOD EMPIRE FOOD BANK'S OFFER TO MHP RESIDENTS**

Recently, we heard from Amy Schaner, the Programs Manager of the Redwood Empire Food Bank. As she explained: "I have been looking at mobile home communities for potential new sites for food distribution. Rancho Feliz in Rohnert Park has just become an agency with us, and we would like to build partnerships with more low-income communities. I would be interested in your insight about sites that are in need of food assistance in Sonoma County."

Did you know that REFB's Commodity Supplemental Food Program offers a 30-40 pound box of food once a month to low-income participants aged 60 and over? There are 47 distribution sites in 12 towns throughout Sonoma County. As Ms Schaner told us, they are looking at MHPs for potential new food distribution sites. Your park could be one of them.

Too many low-income MHP residents must choose between buying food or medicine. If you need food assistance, or know someone who does, please contact Ms Schaner with the name of the person needing assistance and the park name. Her number is 874-2640, extension 131.

## **CHANGES TO SANTA ROSA'S RENT CONTROL ORDINANCE TO BE CONSIDERED**

At the April SRMOA general meeting, Santa Rosa City Councilmember Julie Combs pledged her support of possible changes to the city's Rent Control Laws, to help keep space rents affordable for the low-income seniors who make up the majority of MHP residents here. And on her website, Ms Combs says "We are in the process of reevaluating the rent

control ordinance with regard to manufactured homes, with the intention of improving the protections in this ordinance." It was decided at the June general meeting that attorney Will Constantine will be retained to advise us in revisiting the city's rent control law. Further updates will follow...

## **FEDERAL JUDGE: ENERGY WHOLESALERS MUST PAY HUGE REFUNDS**

It's been a long time coming, but according to an Associated Press article, electricity consumers in California could see as much as \$3 billion in refunds from the out-of-state energy wholesalers that profited from California's energy crisis back in 2000-2001. A federal judge ruled that the wholesalers sold energy to state utility companies at inflated prices and must pay refunds to the utilities. Final decisions are expected later this year. If the ruling is upheld, utility companies like PG&E will receive the refunds and pass them along to their customers. This means a \$10 or \$12 reduction in a typical customer's electricity bills for a few months. The question for MHP residents is: Will park landowners pass these refunds on to the residents? We need to keep an eagle eye on this one!

## **IN MEMORY OF HARRY TROUTT, SENIOR ADVOCATE AND 49ERS FAN**

On Thursday, July 11th, Harry Troutt passed away in the arms of his beloved wife, Kitten. A resident of Woodcrest MHP, he was a most extraordinary man who touched so many lives. He was also the world's biggest 49ers fan, bedecking his home in red and gold, and filling every room with memorabilia. He and Kitten held season tickets for every 49ers home game for 35 years.

A beautiful tribute to Harry appeared in the July 18th issue of the Press Democrat by columnist Chris Smith. He noted that a decade ago at Candlestick Park, the 49ers declared Harry their ultimate fan, and the crowd roared its approval. In 2003, he was inducted into the VISA Hall of Fans, a wing of the Pro Football Hall of Fame in Canton, Ohio.

Besides his devotion to the 49ers, he was a longtime advocate of senior causes, including fund raising for the new Person Senior Wing at the Finley Center, which opened to much fanfare in late 2012. The same Person Senior Wing was the location of a memorial service and celebration of Harry's life, held on Sunday, July 21st.

We are sorry to learn of Harry's passing. He will be greatly missed, but his remarkable kindness and the inspiration he gave to others will live on in our hearts, and in the community he so loved.

Suzanne Angeo is the Vice-President of the Santa Rosa Manufactured-home Owners Association and Correspondence Secretary of The Country MHP HOA

# *Some Differences Between GSMOL & Mobilehome Magazine*

Many have asked us to write about the differences between Mobilehome Magazine and GSMOL. Please consult the table on the facing page. Ultimately GSMOL is about legislation, Mobilehome Magazine is about organizing, networking,

information, education, openness, being responsive to our readers, promoting good relations with managers and residents, and enforcement of the law. Remember laws don't enforce themselves, residents do. Information is critical.

<b>ITEM</b>	<b>GSMOL</b>	<b>MOBILEHOME MAGAZINE</b>
<b>NEWSLETTER</b>		
Name	The Californian	Mobilehome Magazine
Size	16 pages	20 & 24 pages
Frequency	Bimonthly	Monthly
Number of newsletters/magazines distributed/month	12,000/2 months	25,000/month
Cost to mobilehome owner community/year	\$75,000 (est)	NOTHING (donations)
How readers rate content of publication	N/A	80% say Terrific
Number of households reached in one year	12,000 (est)	over 50,000
Content provided by	Board of Directors	Everyone
Newsletter available to	Members Only	Everyone
Has GSMOL written about MHMag? Visa Versa?	NEVER!	Hundreds of times
<b>STAFF / OFFICE/ORGANIZATION</b>		
Office staff paid?	YES	NO
Directors expenses paid?	YES	NO
Rent Office space?	YES	NO
Paid lobbyist?	YES	NO
Attorney on retainer?	YES	NO
Has a Board of Directors that runs the organization	YES	Advisory Committee
Primary Focus?	Legislation	Information/Enforcement
Non Profit?	YES	NO
Current growth	None or Negative	2,000/month
Projected members / magazines by 2014	12,000 (estimated)	40,000 (estimated)
Financial Reports in magazine	NO	YES
Leaders elected by members based on qualifications	NO	N/A
Conducts surveys of members/readers	Seldom/Never	Often
Years in operation	50	9
Resistant to change	YES	Open to change
Open to working with other advocates	NO (not with MHMag)	VERY
Open to members / readers feedback	SELDOM	YES - VERY
<b>LEGISLATION</b>		
Does organization propose legislation?	YES	Sometimes
Number of contacts when and if support to pass or defeat legislation	12,000	25,000



## Rebuilding Together - Rohnert Park / Cotati

Rebuilding Together Rohnert Park/Cotati is one of approximately 200 affiliates throughout the United States **committed to** providing critical repairs and renovations for low-income homeowners. We believe every person deserves to live in a Safe and Healthy Home. Rebuilding Together has served low-income homeowners for almost 25 years. Our affiliate has served the Rohnert Park/Cotati area since 1999, assisting more than 300 +/- homeowners.

Each affiliate is responsible for raising their own funds to support their work. Support comes from individuals and corporate donations; in-kind donations and the community. With the elimination of the Housing and Redevelopment Departments in California, funding from our city is no longer available.

Our affiliate has been doing Bingo at the Rohnert Park Senior Center on Friday nights in order to raise money to continue to serve the community and keep our doors open. We have a wonderful group of volunteers that are committed to this program and contribute more than 400 hours a month to make it happen.

Then we have our project volunteers that are equally committed and have an attitude of “what ever it takes” to get the job done... we are ordinary people, making extraordinary difference in people's lives when they need a helping hand...

All of our applicants are special people with touching stories, but one comes to mind that captured the heart of every person involved. Billy was in need of some help, with limited funds, he was not financially or physically capable to do any of the work he needed. With his health deteriorating, Billy was in desperate need of roof repairs, a working

stove, a ramp to get into and out of the house and electrical issues needed troubleshooting and repaired. In the meantime his health was worsening and he was finally diagnosed with Lou Gehrig's Disease, which created a urgency for this work to be done. The house captain and his team worked 17 hours straight to transform this home into a warm, safe and healthy home for Billy. The roof had been replaced, repairs to the ceiling and floors; walls moved and new wall in, floors repaired; enlarged the bathroom to accommodate a wheel chair; kitchen stove replaced, new paint, lino and carpeting and electrical issues resolved. At the end of the day the House Captain (Ron O.) wrote “...what an honor it was to serve this Veteran.” ...”We were all tired and worn after 17 long hours, but when Billy the Veteran, slowly walked in on his cane...”

RT Board Member Ron Dodds “thanked Billy for his service and the opportunity for us to do this work, he hugged Billy, there were 10 of us in the room and no a dry eye from anyone. It was an amazing moment I will never forget.” ... “if I had one wish I would wish that every human on this planet got to experience what I got to”. You can read the complete post on our facebook page.

We are neighbors helping neighbors, changing lives, restoring hope, building community one home at a time. For more information on Rebuilding Together please visit our website at [www.rtrpc.org](http://www.rtrpc.org)

Photo and article supplied by:

Diane Broadhead, Executive Director

Rebuilding Together - Rohnert Park/Cotati:

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to understand. All you do is touch one of them, from the Web, E-mail, Calendar to Games— you name it... and a new screen opens up. It's so easy to use you won't have to ask your children or grandchildren for help.

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# How Seniors Benefit From Computers

A Note from the Editor: I must say I'm addicted to computers. I use mine perhaps 5 hours a day! Without computers there would have been no COMO-CAL or Mobilehome Magazine. My computer has helped me learn about publishing, researching, mass-emailing, networking, and much, much more. I still use the video tutorials at lynda.com, a wonderful website with thousands of videos on a variety of software subjects.

Computers can open up a whole new world for you. I know some of you video-chat with friends and family using Skype, a free service. Many have contacted COMO-CAL or Mobilehome Magazine after researching online for help. Computers are here to stay and everyone should consider having one. In fact that would make my job so much easier. Mobilehome Magazine could be 100% digital while reaching every mobile/manufactured home owner in California.

The following is from an online article about seniors and computers. I thought it might be an interesting read:

*Computers can help with health care for seniors, the social aspect, and being an enabler of life learning.*

*I have worked with people as old as 95; helping them to use their computer to keep in touch with friends and family, discover old friends, track their investments, and better use the features of Google search. These are some of the benefits of seniors using computers. Those I have worked with were very motivated to improve their computer skills and with good reason.*

*Connected seniors are more likely to be happier and healthier than their counterparts who do not use the internet. Evidence has shown that those seniors who are connected are less likely to suffer from depression. In an era where more of us live further from family and friends than ever before the internet has helped to stay connected. I helped a woman in her 80s set up a Facebook account a while back to keep in touch with her grandchildren and see pictures of them and their travels in life. She also wanted to connect with friends she lost touch with from her childhood in Germany. I don't know how much luck she had connecting with her lost friends but I know she was thrilled to see pictures of her grandson's travels in Spain on Facebook that she likely would not have seen otherwise.*



*I worked with another woman who received what she thought was a picture of her great-grandchild living in England who she had never seen and was unable to open it. When I arrived to address the problem she had opening up the file I realized it was not a picture but rather a video. Her tears of joy in seeing the video of her great-grandchild crawling was something special. When I left she gave me a big hug and thanked me for helping her to see the video. Skype is also a great connector of friends and family that live miles and miles away. Many years ago the phone company said that long distance was the next best thing to being there. Maybe then it was but now it has to be Skype.*

*The internet gives seniors better access to health care. Communicating by email is a method used by more and more doctors. If you want to monitor what you are eating there are sites such as FitDay that allow you to do so. You also can do research. Want to know more about a drug you are taking? Go to PDR.net. Sites like WebMD and MayoClinic.com are just two sites that have an abundance of medical information. Both of them also have a symptom checker where you can find possible causes of your symptoms.*

*Studies have shown that truly lifelong learners have a better quality of life. The internet provides the ability to quickly get information about world events, politics, sports, etc. Wikipedia is one factor in why very few people these days have books of encyclopedias at home anymore.*

*The last item I will mention is that the internet fosters independence for seniors. Seniors are now less likely to need someone to take them shopping. I have shown seniors how to shop using Amazon. Their orders get delivered to their door. Groceries can be ordered from sites such as FreshDirect.*

*So if you think you or someone you know is too old to use a computer think again. Ask some of the seniors I have worked with how using a computer has added to their lives and don't be surprised if you see a 90something person in the park Skyping with their friend or grandchild. Whether you are a senior or advancing towards one day being chronologically gifted I am available to help you better use your technology. I can be contacted at (917) 572-3468 or email me at [mike@computerconciergeny.com](mailto:mike@computerconciergeny.com)*

Article Link: [http://greatneck.patch.com/groups/mike-kluboks-blog/p/how-seniors-benefit-from-computers\\_90648ac8](http://greatneck.patch.com/groups/mike-kluboks-blog/p/how-seniors-benefit-from-computers_90648ac8)

# Did You Know?

## MOBILEHOME RESIDENCY LAW

The Mobilehome Residency Law has a lot of twists and turns. Here is just one example.

### Q. Does a park manager have to abide by the park rules and regulations (R&R) that all residents must obey?

A. Yes and No. MRL Code Section 798.23 (a) The owner of the park, and any person employed by the park, shall be subject to, and comply with, all park rules and regulations, to the same extent as residents and their guests. However (a) does not apply to (b)(2) Acts of a park owner or park employee which are undertaken to fulfill a park owner's maintenance, management, and business operation responsibilities

Let's take an example. My park has a no street parking rule. Management would give anyone parking on the street, no matter how long, a seven-day notice. Our streets are just two feet short of the width required to park on one side. The no parking rule wasn't because street parking hindered emergency vehicle access, it was just part of the rules and regulations.

While the manager would give other 7-day notices for parking on the street, she would park on the street, sometimes for hours, often just visiting her friends. This fact was presented in court, and her attorney was quick to point out the loophole protecting her.

Park employees DO NOT have to abide by the park rules and regulations when they are conducting park business. That's the law.

## RULES AND REGULATIONS

### Q. Who writes your park's Rules and Regulations?

A. In many cases they are generic, written by one of 3-4 attorney around the state who offer the service. This fact is obvious in some. For instance, one park R&R require residents to shower before using the pool. One problem - there are no showers in the pool area.

Recently a resident in a San Fernando Valley mobilehome park noticed several members of a local real estate agency walking door to door leaving flyers, and business cards advertising their company and an upcoming Open House in the park. Of course the agents were both trying to get new business and also trying to sell a home in the park.

By now residents know about signs at park entrances that say NO SOLICITATION. We at Mobilehome Magazine know this all too well. Here are some details:

Mobilehome Magazine is very sensitive to this subject. MHMag is not a solicitation. It is a free magazine, not unlike hundreds that are delivered to residents in parks all over California. Mobilehome Magazine is free, it does not

solicit residents to buy or join anything.

We respect the law. We do not enter into parks to distribute the magazine door to door. We know that is against the law. We, however, do ask residents to distribute the magazine. That right is guaranteed by law and any resident in any park in California may distribute information door to door. They can place information on porches, in tubes, or other receptacles, but never in or near the U.S. Mailbox.

### Q. Was this real estate agency breaking the law?

A. Yes. a) They were not park residents, and the law only allows park residents to distribute. b) What they were distributing was indeed a solicitation, also not allowed by law.

### Q. Did management give its permission to leave the flyers?

A. Yes, but management was not following the law. They were allowing a non-resident to go door to door with information that was a solicitation. Both are violations of the MRL. Laws must be enforced equally.

## NO AUTOMATIC DELIVERY OF MRL

### Q. I didn't receive the latest Mobilehome Residency Law in January like I usually do. Why not?

A. As of January 1, 2011, there will be no automatic delivery of the Mobilehome Residency Law to park residents. Instead, residents must ask their manager for a copy.

Manager's are required to give you a copy of the "Resident's Bill of Rights"

## MEET THE PARK OWNER'S GROUP

### Q. Are the park owners organized?

A. You bet they are. Western Manufactured Communities Association (WMA) is just one park owner group with a membership of approximately 40% of all park owners. You can learn more about them by going to [www.wma.org](http://www.wma.org). The WMA representatives are looking out for park owner interests in every area of California. They lobby in Sacramento and are involved on the local level as well. We have sat across from them in Modesto, and Los Angeles. When there are mobilehome issues of interest to park owners, they are there.

We have published WMA's Code of Ethics off their website. Email us and we will send you a copy. Among other things it states: *Contentment, security and peace of mind are the desires of residents and the goals of management. To this end, management pledges that residents shall be free of worry of arbitrary or unlawful termination of tenancy.* Unfortunately this is not always the case!

# How to Resolve Issues in MH Parks

We get a lot of calls regarding various issues residents encounter in their parks. Remember, enforcement of the law is up to you. We will assist you but we simply do not have the time or resources to resolve issues for you. Before you call, write or email us, please work through the following plan:

## WANT A QUICK INTERPRETATION OF THE LAW? CONSULT THE FAQ HANDBOOK

Your first line of defense against many issues is the Frequently Asked Questions & Answers **Handbook** sold through Mobilehome Magazine. To order, simply fill out the application on page 19 (all info kept confidential) and send it in with a check for \$6 made out to Mobilehome Magazine.

Keep in mind that the 36 page Handbook, although published by Mobilehome Magazine (COMO-CAL), was compiled by the Senate Select Committee in Sacramento. You can trust their interpretation of the Mobilehome Residency Law (MRL). The **Handbook** gives easy to understand answers (about 60 total) to many of the most often heard questions. Here are just a few:

- *What can residents do about managers who intimidate and harass?*
- *Is there financial assistance available to me to correct code violations in my home?*
- *Is management allowed to restrict parking and even have residents cars towed?*
- *Can the park prevent me from subleasing my home?*
- *Is it legal for our all-age park to change back to a senior only park?*
- *Do mobilehome park rules prevail over state law?*

You can easily see the value of the Handbook. It is well worth the \$6 price and it supports Mobilehome Magazine at the same time.

## READ MOBILEHOME MAGAZINE

We have been publishing Mobilehome Magazine for over two years. If you have a computer you can go to [www.mobilehomemagazine.org](http://www.mobilehomemagazine.org) to access all the magazines we have published. There is a wealth of information to be found.

Now you can even access LOCAL magazines from other

areas in California to find out what's happening there.

We will soon have a list of articles you can purchase from us that might help answer some of your questions.

## FORM AN HOA

Two heads are better than one, but a Home Owners Association (HOA) is really the way to go. They require three residents to get started and Mobilehome Magazine can help.

## HELP US START A COMMUNITY MAGAZINE

Q. What's better than a HOA?

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## ARCHIVED ARTICLES

We are excited to announce we now offer articles that have been published over the years by COMO-CAL and Mobilehome Magazine. The first list can be found on pages 12 and 13. This list represents all important articles printed in Mobilehome Magazine over the last two years. All are relevant to today's problems.

You can receive one or all of these articles at nominal cost by writing us, emailing us or calling us. You can use the form on page 19.

## DO YOU HAVE A DIFFERENT ISSUE?

What if the Handbook Doesn't Answer Your Question? What can you do then? If you have a computer, you can email us at [fawodley@yahoo.com](mailto:fawodley@yahoo.com). Please make your question short; otherwise you may not get a reply. Or you can mail a short question to Mobilehome Magazine, P.O. Box 3774, Chatsworth, CA. 91313. We will do what we can to answer your question or point you in the right direction.



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## **Archived Articles Now Available**

Mobilehome Magazine (2011 to present) has published 15 different magazines and about 350 pages of information, information that is still very relevant today.

Many of you have kept your Mobilehome Magazine for future reference. Now you can use this list to find any article quickly. The numbers refer to the month, year and page.

What about those of you who just now have learned about Mobilehome Magazine? We have a solution:

- *We reprint articles we feel are most important and*
- *Now we offer anyone the chance to get an article(s) from our first two years of publication just by asking and giving us a small donation.*

Here is the initial list of articles available:

### **YOUR RIGHTS**

1. *Distribution of information - Your right. 6/13(17)*
2. *Inheritance Rights. 11/11 (10-11)*
3. *Inheritance - What you need to know. 3/13 14-15)*
4. *Wash. State dispute resolution program.*
5. *Nothing to fear. 8/13 (12)*
6. *Tubes - distribution. 5/13 (8)*
7. *Don't let the park take away your rights. 4/13 (10)*
8. *Residents Bill of Rights. 1/13 (8)*
9. *Eleven commandments. 3/12(18)*
10. *Enforce your rights - It's up to you. 1/12 (16-17)*

### **MANAGERS**

11. *Retaliation & what to do about it. 1/12 (8-9)*

12. *Interference of sales. 8/13(15)*
13. *A Word on your privacy. FAQ Handbook (30)*
14. *When can a park mgr. enter your space. 8/13 (11)*
15. *It's your money - What would you do if you received a 7 day notice? 11/12 (14-15)*
16. *How to handle tenants in a MHPark. 5/12 (11)*
17. *Park manager intimidation. 1/12 (6)*
18. *My philosophy by a park mgr. 9/12 (13)*
19. *The value of information by a park mgr. 5/13 (9)*
20. *Termination of park tenancy. 7/2 (18)*
21. *Evictions. 8/13 (18) & 1/12 (10)*

### **TIPS AND SUGGESTIONS**

22. *How to choose a contractor. 5/12 (19)*
23. *Resident ownership. 1/13 (12-13) & 2/13(8-9)*
24. *Home improve for seniors easy living. 1/13 (19)*
25. *Remodeling a manufactured home. 2/13 (19)*
26. *Basic manufactured home tips-tricks. 1/13(20)*
27. *The clock is ticking by Myron Hughes. 11/12 (9)*
28. *Should I sign that long term lease. 3/12 (10)*
29. *Seller's guide. 6/13 (6-7)*
30. *Ins & outs of home owner's insurance. 9/12 (5)*
31. *Tips & suggestions. 9/12(15)*
32. *Estate planning. 3/13 (17)*
33. *Aging in place. 3/13 (16)*
34. *Words of wisdom from female reps. 3/13 (10)*

- 35. *Getting organized.* 9/11 (20)
- 36. *What to do when you need to refinance.* 7/12 (8-9)
- 37. *Robo calling - getting the word out.* 8/13 (8)
- 38. *Putting the fun back in fund raising.* 8/13 (7)
- 39. *Form an HOA.* 8/13 (13)
- 40. *Who Should You Trust.* 6/13 (12-13)
- 41. *Disability and mobilehome living.* 3/13 (20)

## 42. RENT CONTROL & FEES

- 43. *L.A. Vacancy Control.* 4/13(19)
- 44. *A tax story.* 4/13 (16)
- 45. *Rent control under siege.* 3/12 (6-7)
- 46. *\$1700 rents for Los Angeles.* 3/12 (8)
- 47. *Chattel mortgage, personal property and real estate.* 4/13(17)
- 48. *Vacancy decontrol.* 5/12 (7)
- 49. *L.A. R.S.O.* 9/11 (11)
- 50. *Property pass through.* 4/13 (15)

## GENERAL

- 51. *Investing in mobilehome parks.* 7/12 (10)
- 52. *Bullish on mobilehome parks.* 6/13 (8-9)
- 53. *15 minutes with a Utah Senator.* 1/12 (12-13)
- 54. *Free markets in mobilehome parks.* 5/13 (12-13)
- 55. *Mobilehomes in rental parks.* 9/11 (6)

## ORGANIZATIONS

- 56. *Senator Correa's Mobilehome Conference.* 2/13 (14)
- 57. *Los Angeles MH Park Task Force.* 2/13 (11,21)
- 58. *MHOwners Association of America.* 7/12 (17)
- 59. *PHRAA fights unscrupulous park owners.* 11/12 (10-11)
- 60. *The Select Committee on Manufactured Homes and Communities.* 1/13 (5) & 2/13 (6)
- 61. *Tenants Together.* 1/12 (7)
- 62. *Coalition for Economic Survival.* 1/12 (7)
- 63. *GSMOL & MHMag teaming.* 6/13 (10-11)
- 64. *Santa Cruz conference.* 5/13 (10-11)

## MOBILEHOME RESIDENCY LAW

- 65. *Mobilehome Residency Law (MRL) 101.* 7/12 (6)
- 66. *How to Use the MRL.* 11/11 (4)
- 67. *SB510.* 4/13 (7)
- 68. *Land lease law vs MRL. FAQ Handbook.* (31)

## REFERENCE

- 69. *FAQ & Answers Handbook.* 8/13 (18) \$6.00
- 70. *Additions to FAQ.* 1/13 (9)
- 71. *Book - Mobilehome Wars.* 4/13 (12-13)

## MHMAG & MISCELANEOUS

- 72. *Survey on advocacy part I and II.* 5/13 (14-18)
- 73. *Birth of a new publication.* 8/13 (5)
- 74. *Letter to advertisers.* 6/13 (18)
- 75. *Your neighbor, my neighbor.* 6/13 (14)
- 76. *Forced condo conversions.* 9/12 (10-12)

## ARTICLES BY DONNA MATTHEWS

1. *Eviction.*
2. *Water.* 9/12(14-15)
3. *Contract Law.* 11/12 (7)
4. *Judges - Pleadings.* 1/13(16)
5. *Rent Control Ord. vs Rent Review Ord.* 2/13 (12-13)
6. *HCD should enforce Title 25.* (5/12(20)
7. *New park owners - New leases.* 6/13 (19)
8. *Pass thru fees.* 4/13(14)
9. *Title 25.* 9/12(8)
10. *Termination of park tenancy.* 7/12 (18)
11. *Mobilehome rental agreement.* 3/13 (8-9)

## HAVE A QUESTION? ORDER AN ARTICLE

Ordering is simple. Fill out the form on page 17. In a note, give us the article numbers you want us to send you.

## COST?

There is a nominal cost to purchase hard copies of the articles. \$.75 per page plus \$.50 postage for each 5 pages. The FAQ Handbook (# 71) is still \$6. Some articles are more than one page. Refer to the page numbers in the ( ). For example Article #2, Inheritance rights, is 2 pages (10-11). If you need help calculating cost, just send us an email or call us.

## USE THEM!

These articles represent two years of hard work. They are written by attorneys, expert advocates, and mobilehome owners just like yourself. We feel they are accurate and worth your attention. If you have an issue, we suggest you purchase a Handbook of Frequently Asked Questions (#69) and any articles that look interesting. Such a small investment to gain a knowledge about many subjects of mobilehome living.

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# PARK MANAGER: FRIEND OR FOE ?

Many of us homeowners have an answer to that question. My guess is that any poll of homeowners would have negative opinions for somewhere between 40 to 70 percent of their managers. Have those managers really earned such a low opinion, or have they merely been so graded because of their boss, the Park owner? We have to be honest and recognize that the manager is the “pickle in the middle”, charged with keeping the owner happy (and their job intact), yet trying to deal with homeowners, service providers, mobile home salespeople, and all too often aging and deteriorating mobile home parks. It’s not an easy job, often underpaid, and almost always filled by untrained or inexperienced people. There’s an old joke: “What’s the difference between a Park Manager and God?” The answer is “God does not think he is a Park Manager”. While humorous, it is a little harsh. But it is also very true in some cases.

I have lived in three mobile home parks over the last 28 years. My first experience was with Rancho Carlsbad in Carlsbad, a park that experienced as much turmoil (especially over exploding space rents) as any I have known about. One of the owners lived in the park and the manager was a young lady named Kathy Griffith. Kathy began her employment as park manager in 1977. A large park with 504 spaces and about 700 to 800 residents. If you followed the 80/20 rule (80 % happy and 20% unhappy), Kathy would have had about 150 complaining residents to deal with. Kathy’s tenure of 18 years under a Park Owner ended when a group of residents managed to effect a purchase of the park in 1995, and now under resident ownership Kathy now has another 18 years as the community manager. You cannot possibly be a bad manager and have that kind of longevity.

What makes a good manager? Qualities such as compassion, civil, polite, fair, responsive, and a fair amount of intelligence. I would also argue that a manger should be able to read and understand and adhere to the Mobile Home Residency Law and Title 25. A bad manger would be one lacking the above qualities, and who lies, deceives and bullies people. There are some managers who take bribes and give favorable treatment to some mobile home salespeople. This should never happen, and fortunately it is the exception rather than the rule. There is no doubt that Park Managers have a difficult job. Being in the middle requires guts to challenge Park Owners when they



become too oppressive with homeowners and intentionally ignore or violate the MRL and Title 25.

Their job, no matter whether they are deemed good or bad as a manger is made easier when the homeowners are apathetic or fearful of “rocking the boat” and making the manager or owner unhappy. I have lived in two other parks for a total of about 9 years. I would give both of those mangers a 7 on a scale of 1 to 10. I have to admit that both were constricted by their Park Owners. As I said before, managers are concerned about holding on to their jobs. Park Owners are concerned about their profits. I would never claim that Park Owners are not entitled to a decent profit margin. The truth of the matter is that mobile home parks are by and large, quite profitable.

Most parks can be operated for about \$200.00 per month per space, and that includes funding for reserves. The proof of this is found in the HOA fees of land/resident owned parks. They range from \$125.00 to \$250.00 per space, with most being under \$200.00. Unlike apartment buildings, occupancy rates are about 99 percent in mobile home parks, thereby losing no income due to vacancies or turnover.

I come from a career in retirement community administration, and as such, I was licensed by the State as a Nursing Home Administrator and as a Residential Care Facility Administrator. In both case I had to know and follow tons of laws and regulations to hold those jobs. At one point I also worked in Property Management for Condo and common interest associations. While I was not licensed by the State, I still attained the CPM (Certified Property Manager) designation from the Institute of Real Estate Management. Now I am not proposing such stringent type of qualifications for Park Managers, it would be a good idea to have some type of training and preparation for persons holding these positions. Perhaps someday, someone will come along and get something passed like the Davis-Stirling Act, but, so long as mobile home owners are considered less than other home owners, and Park Owners have control over our legislators we will have a difficult time to effect any meaningful change that will ensure protection of our civil rights and property rights.

Lloyd Rochambeau, San Marcos. President, Lakeview Mobile Estates HOA

# Good Things Happen When You Donate

First of all, when we say a donation, what do we mean? A donation can be money or time. If everyone donated just \$2, that would be terrific! If some of you would donate just one or two hours of your time a month, we wouldn't be concerned about having enough residents to distribute the magazine. We are not asking for much! And we have so much to offer you.

Today, while we are establishing Mobilehome Magazine across California, your donations are critical. However good things happen with every donation and by the way we guarantee 100% of your donation will be used for the magazine. Your donation in any amount helps us:

- *Guarantee the success of Mobilehome Magazine, i.e. you will continue receiving the magazine in your area.*
- *Expand the amount of information that reaches your area each month, i.e. the number of pages of your local area magazine will increase.*
- *Expand into other areas in California, like San Jose, Sacramento, Hemet, San Gabriel Valley and others.*
- *Help you. For instance the article on Kort and Scott. Your donation will help us send Mobilehome Magazine to residents in all Kort and Scott parks. Why is this important? Because then Kort and Scott residents can network and work together to solve common problems.*

Today there are some added benefits you shouldn't overlook:

- *Make a donation of \$5 or more and get two free archived articles (see the list on the previous page).*
- *Make a donation of \$10 or more and we will answer one question or direct you to someone who will be able to answer it.*
- *Make a donation of \$25 or more and we will publish you as a SUPPORTER of Mobilehome Magazine.*
- *Make a donation of \$50 or more and we will publish you as a of Mobilehome Magazine*

Here is one recent example:

*Diane emailed me (frank@mobilehomemagazine.org): My name is Diane (La Habra), and a couple of months ago you left a message on my answering machine asking how I had heard about your magazine 'Mobilehome Magazine'. I received a free copy in the mail and after reading it, decided it was an excellent publication and subscribed for a year and sent a small donation. Your articles are very informative and you seem to be on the side of the (resident) owner.*

*I have an issue (regarding an enclosure around my utility meters). This year, I got notice that I need a 3 foot clearance*

*on all sides. SCE had been here prior to this notice and said that if I put another gate on the front end that it would be fine for them to make any upgrades or service. I immediately had my contractor install the gate and figured all was OK.*

*Well the Managers sent me a letter stating that I was in violation of "Community Standards" page 4 paragraph 5 and that it needed to come down. I really do not want to take this enclosure down and feel I am being singled out because I have never been part of the "click" in the park. I do not want to be evicted from the park but really don't know if I have any rights. I am hoping that you can give me some guidance.*

Although I am not an attorney, I tried to give Diane some suggestions:

- *Who built the lattice work? When?*
- *Did you notify the management that you have found 25 other homes with a similar problem?*
- *Did you know the park can not routinely inspect your property?*
- *Who reads the utility meters? Only the park?*

Fortunately Diane was able to resolve her problem with the park. I'm not sure how much I helped, but I received a \$100 donation and the following note a week later:

*Dear Frank, Thank you so much for getting back to me so fast in email. Your words helped me in approaching my managers and getting my problem solved. Use my donation to keep your magazine going. It is a wonderful publication. Blessings, Diane*

All I can say is Thank You Diane! We at Mobilehome Magazine do not pretend we have all the answers or even some. But we are here for you. We have experienced the same intimidation, and harassment many of you have faced. We have been to court. We have faced eviction. Ultimately no one is immune. That's why it is so important to stick together.

## PEACE OF MIND VS A BIG MAC

That's really the bottom line. Wouldn't you rather give up one big mac a year for the peace of mind knowing that you are supported by Mobilehome Magazine? We are 25,000 strong today and getting stronger.

Soon we will be printing "remittance envelopes" to assist you to donate. Please use them, if not today, then when you have a couple bucks. No need to write a check or even give us your name. Your donation will make good things happen to thousands of mobilehome owners across California.

# Order Form for FAQ Handbook

The FAQ Handbook, described on the previous page is a “must have.” Ordering is simple. Just fill out the form below and send it with a check made out to “Mobilehome Magazine.” We will mail your Handbook within 24 hours of receipt of your order.

## SUPPORT MHMAG

There are several ways you can support Mobilehome Magazine.

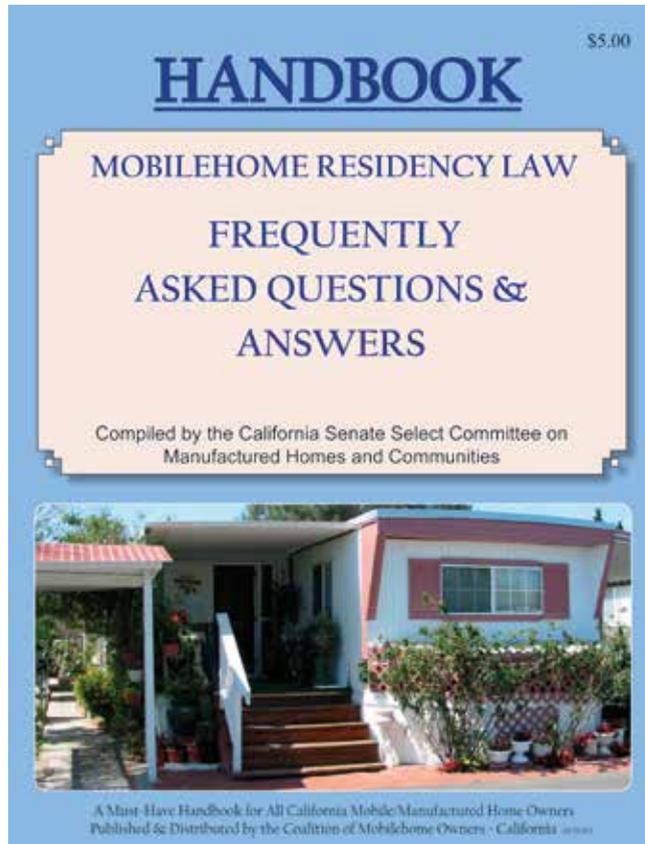
### a. Distribute in your park.

It is a big help when you volunteer to distribute MHMag in your park. Remember the law allows the distribution of the magazine in your park, but only by a park resident.

We will pay anyone volunteering to distribute in their park 5 cents per copy.

### b. Write an article.

Remember, this is your magazine. Please step up and write an article of interest to other mobilehome owners - what’s happening in your park, successes you



may have had, etc.

c. **Please donate.** We publish Mobilehome Magazine on a “shoestring” budget. Last year we distributed 40,000 magazines. We appreciate any donations you might send our way and please know 100% of all donations go to support our efforts to educate and inform California mobilehome owners.

d. **Send us your email address.** We soon will have an email network in California to link residents.

e. **Email or write us.** Tell us how we can improve MHMag. What kind of articles would you like to see? And we appreciate your feedback.

f. **Above all, please read** Mobilehome Magazine and

educate yourself. You need to know the basics and where to go to get assistance. We will continue providing you up to date, accurate information.

**THANK YOU FOR YOUR SUPPORT!**

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9/13



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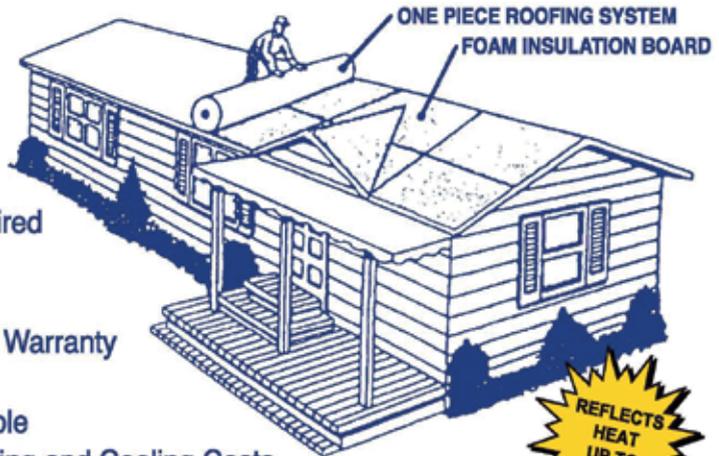
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\$90,000	9,000	45,000	18,000	100,000	1,000	<b>301.00</b>
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Rates are examples of replacement cost on newer manufactured homes with a \$500 deductible, subject to change, and may not be available in all parks.

