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Region
Mobilehome Magazine

Serving
Mobilehome Owners in the
Greater Sacramento Area

JULY 2018
VOLUME 1 NUMBER 5



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Capital Region Mobilehome Magazine

Serving Mobilehome Owners in the Greater Sacramento Area

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New Businesses Advertise Free

Our understanding is that Frank Wodley, the publisher of our Capital Region magazine, is offering any business new to our magazine, a free business card size ad. If you have a business, that means you too. So if you want to be seen by the mobilehome community, send Frank (P.O. Box 3774, Chatsworth, CA 91313) your business card. It's free, one time only.

Do not fear, our publication will not always be filled with a bunch of free ads; this is, however, a very important effort that is also for the benefit of all our Capital Region mobilehome owners.

As you know, the Capital Region publication is produced, at no cost, by Frank's publication Mobilehome Magazine (www.mobilehomemagazine.org) for



our mobilehome community. The publication is supported by those merchants that do pay for advertising. The free business card advertisements that we're offered for this month are to introduce our publication to the local merchants as a platform for generating additional business to their establishments.

If you or anyone you know can use any of the products or services advertised by these merchants, please, make a point to contact or visit them and let them know that you saw their ad in the Capital Region magazine. With that we are in hopes that they will purchase a paid advertisement on a regular basis.

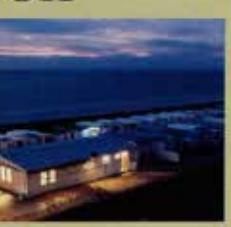
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SAC'S JUNE CONCLAVE

By Beverly Purcell



SAC's monthly meetings continue to attract mobilehome owners from Sacramento, El Dorado, Placer and Nevada counties in the greater Capital region. The June 1st conclave, held at Denny's in Roseville, included 42 homeowners representative of 14 mobilehome parks.

Roger Johnson, SAC's Vice Chairman, reiterated the importance of resident association formation. This action assists all homeowners in addressing and resolving common area and individual lot issues. He explained the necessity and advantage of using written complaint forms with accompanying witness signatures. One resident reported a park situation involving propane usage and billing inconsistencies; other residents offered suggestions and recommendations for assistance with this problem. Copies of the MRL were distributed to those who needed them and Roger reminded all that the MRL's provisions cannot be enforced by HCD, but rather through civil court action.



Michelle Smith, GSMOL President, displayed a copy of The Californian in a new format. The traditional, glossy magazine has been replaced by newsprint due to financial constraints; the layout, however, is very similar to the former version. GSMOL members should receive the newspaper via mail shortly. An aggressive membership drive will be undertaken, using “door hanger” packets created by David Loop. Michelle requested that volunteers who wish to obtain these packets for distribution in their parks contact her via phone or email.



Mitchel Baker, HCD

Everyone received a comprehensive and informative packet provided by guest speaker, Mitchel Baker, Codes and Standards Administrator, California Department of Housing and Community Development (HCD). Mitchel stressed the importance of current registration and titling for all mobilehomes and explained that HCD's current program waives all fees and unpaid taxes when doing so. The department has launched a comprehensive public service campaign via letters, brochures and posters to all mobilehome parks. Most of the titling and registration problems have occurred through person-to-person sales because sales processed with real estate agents and title companies have usually fulfilled the requirements. He also said that parks must have an Emergency Preparedness / Evacuation Plan posted in a visible and accessible place in the park in addition to a poster for the Mobilehome Assistance Center.



Mitchel acknowledged the need for more efficient and effective communication between the department and mobilehome owners. A new staff position for Outreach and Training has been created and is currently held by Anona Bonner (Anona.Bonner@hcd.ca.gov). Staff training also emphasizes “personal touch”, the difficulty of on-line transactions for some, and that multilingual staff is required. It will take approximately one year for the department to upgrade its computer system to facilitate on-line procurement of permits.

HCD requires basically the same permits for physical interior/exterior structure



renovations/improvements as those required for "stick built" housing. There is a detailed and comprehensive list available from HCD; permit fee is \$196 for one or several items including inspection. Currently, a homeowner or the contractor must personally visit an HCD regional office to obtain permits. A contractor may charge the homeowner an additional fee if the contractor obtains the permit. If the homeowner believes that the fee is excessive, a complaint should be filed with the Contractor's State Licensing Board.



An additional \$196 fee is charged if an HCD inspector has to do a follow up visit as a result of a cited violation.

Mitchel also directed attention to documents in the distributed packets which pertain to the specific details for the inspection and construction of stairs, handrails, decks, porches and ramps for mobilehomes. He graciously remained to answer individual questions and concerns after the meeting was over.



SAC's next monthly meeting will be held on Friday, July 6th, 11 AM, Denny's, Roseville.

A Cautionary Tale



By Michelle Smith, GSMOL President

Recently, the GSMOL Board of Directors received a written complaint from a member about a group called MHAction. After doing some research, we found this group does not have their own non-profit standing but rather, they use other groups' legal standing to solicit funding. They have been calling and emailing GSMOL leaders, asking for personal meetings, apparently hoping to build their membership from our leaders.

According to the GSMOL member's complaint, MHAction takes credit from their association with other groups' accomplishments, then uses those "pirated" accomplishments to apply for grant money under the category of "Education". Their website shows that they are a New York based group with local leaders in California.

Also:

1. MHAction (501c4) is a **fiscally sponsored** project AKA **Advocacy Fund** and
2. MH Education Fund, (501c3) is a **fiscally sponsored** project at the **Tides Foundation**

It's apparent that MH Action is competing with GSMOL for Educational Grants; trying to recruit GSMOL leaders into its group, infiltrate GSMOL, and trying to position itself to use GSMOL's accomplishments to fuel their grant requests. They did NOT do what they promised to do for the Humboldt County RSO group, yet they now claim THEY were the ones who successfully promoted the RSO in Humboldt County...this quote is directly from them: "**MHAction has successfully pushed for advances in state and local policy including the passage of a rent stabilization ordinance in Humboldt County, California**"

I am so suspect of this group that I stand by my oath to "protect and defend the purposes and interests of GSMOL..." from being publicly identified with MHAction. If my perceptions are correct, this group's real intentions will be eventually revealed. In the meantime, I fear there could be legal investigations into this group which could reflect poorly on anyone associated with them. GSMOL's Board decided not to have any public association with MH Action. Please be aware in case YOU get a phone call or email from anyone in this organization. "No thank you" is the best response.

To learn more, go to gsmol.org or call 714-994-9528 or 800-888-1727 Toll Free

WMA – THE 800 LB. GORILLA

By Bob Markley

WMA (Western Manufactured Housing Communities Association) is the trade association of mobile home park owners in California. A previous article described the information found on the WMA website including how much money they donated to candidates in California state-level elections. The following information is on public record, accessible to anyone willing to search for it.

In 2016, WMA donated:

- \$25,000 to candidate for Governor Jerry Brown. We all know he won his election. Governor Brown also vetoed bill AB 1269 Mobilehome Residents and Senior Protection Act. This bill, that the WMA vehemently opposed, would have enforced the MRL. The WMA also contributed \$85,000 to Gray Davis' 3 elections and \$44,000 to Arnold Schwarzeneggar's 2 elections.
- \$85,800 in 39 donations to 15 candidates for California State Senate seats. Of those 15 candidates, 13 won their elections.
- \$308,000 in 139 donations to 66 candidates for California State Assembly seats. Of those 66 candidates, 61 won their elections. That is over 76% of the Assembly.

What does this all mean? For starters, it means the Governor, 13 sitting State Senators, and 61 sitting State Assembymembers all received donations from WMA. Do you think THAT might influence them when one of WMA's 8 lobbyists that they used in 2016, comes calling on them when an important bill comes up for a vote?

In the last 16 years, the WMA has expended \$3,835,232 for lobbying. They have spent \$2,859,638 on candidate races. Their candidates won 1,566 times and lost 175 times.

It has been said many times that "Money is the mother's milk of politics." NOW you can see how it works. HOW do you stand up to this 800 lb. gorilla? JOIN GSMOL, the only state-wide organization of mobile home owners. GSMOL is the ONLY mobile home owner organization to employ a professional lobbyist to represent YOU. Joining is VERY INEXPENSIVE insurance that your interests will be represented in Sacramento. You can join or renew on-line at GSMOL's website, www.gsmol.org. On the home page, click on the "JOIN NOW" box.

WMA also makes campaign donations to local races for City Council seats and County Supervisor positions. Participation and support of regional mobilehome owners groups like SAC is equally important as a GSMOL membership, at no cost to the individual homeowner and can help resolve local issues.

NOTE: Additional content provided by Editors, Tony Danieli and Beverly Purcell.

2018 California Mobilehome Residency Law

with
Other Selected Laws Governing
Mobilehome and RV Park Residency
&
Frequently Asked Questions

compliments of
Senator Connie M. Leyva, Chair
Select Committee on Manufactured Home Communities
mobilehomes.senate.ca.gov

Mobilehome Residency Law

The Mobilehome Residency Law (often referred to as the MRL) are the California "Laws Governing Mobilehome and RV Park Residency."

Last month we told you that the MRL allows you to rent your home under a medical emergency **798.23.5**

However, there is no government agency to enforce the MRL. This is why we MUST support each other.

If you don't have an MRL you can purchase one by mail for \$6.75 that includes tax and S&H call (916 651-1538).

OR

You can attend a SAC conclave and get a **FREE** copy. Every mobilehome owner should have an MRL. These are your **RIGHTS**.

Did you give the park a security deposit when you moved in? If you paid your rent on time for 12 straight months, you are due a refund!

EXAMPLE OF HOW THE MRL WORKS FOR YOU

798.39 SECURITY DEPOSITS

- (a) The management may only demand a security deposit on or before initial occupancy and the security deposit may not be in an amount or value in excess of an amount equal to two months' rent that is charged at the inception of the occupancy, in addition to any rent for the first month. In no event shall additional security deposits be demanded of a homeowner following the initial occupancy.
- (b) As to all security deposits collected on or after January 1, 1989, after the homeowner has promptly paid to the management, within five days of the date the amount is due, all of the rent, utilities, and reasonable service charges for any 12-consecutive-month period subsequent to the collection of the security deposit by management, or upon resale of the mobilehome, whichever occurs earlier, management shall, upon the receipt of a written request from the homeowner, refund to the homeowner the amount of the security deposit within 30 days following the end of the 12-consecutive-month-period of the prompt payment or the date of the resale of the mobilehome.
- (c) As to all security deposits collected prior to January 1, 1989, upon the extension or renewal of the rental agreement or lease between the homeowner and the management, and upon the receipt of a written request from the homeowner, if the homeowner has promptly paid to the management, within five days of the date the amount is due, all of the rent, utilities, and reasonable service charges for the 12-consecutive-month period preceding the receipt of the written request, the management shall refund to the homeowner the amount of the security deposit within 60 days.

THE MOST COMMON PROBLEMS WITH OLDER MOBILE HOMES?

1) Damaged “belly wrap.” The underside of a mobile home is covered with a plastic sheet, called a belly wrap or bottom board in the industry. It's a moisture barrier and also helps to prevent the entry of insects and rodents into the home. But when repairs require cutting open the wrap, sometimes the area doesn't get resealed; or it gets taped-up with some hardware-store type duct tape that comes loose. Better-constructed homes have a netting stretched across underneath the belly wrap as a reinforcement, which prevents the gradual sagging between fastener rows. Large bulges in a belly wrap that is otherwise intact can indicate a plumbing leak under the floor. Cutting a pinhole in the bulge tells all.

2) Homeowner-installed wiring. A mobile home leaves the factory with an electric distribution panel already installed and wired to HUD-safety standards. It is fine, unless the homeowner or a handyman has added circuits to it.

3) Polybutylene piping, also called “PB” in the trades, was used in residential water supply piping from the early 1980s to 1995. It was billed as “the pipe of the future” at first, and its low cost and easy installation made it an alternative to traditional copper water piping. PB was especially prevalent in mobile homes. The pipe is typically gray, with copper-color band connections. While gray is the most common color, polybutylene can also be blue or black in color. It is usually stamped with the marking “PB2110.” Replacement of the water supply piping costs several thousand dollars. Its presence may reduce a home's value in the marketplace.

4) Washing machine drains onto ground and dryer vents into crawl space. It is considered a health hazard. Many manufacturers include a warning label on the laundry room wall, about the dangers of terminating the dryer duct under the home.

5) Premature roof deterioration. An asphalt shingle roof over an unvented or poorly vented attic space will age faster than normal due to heat buildup in the attic.

6) Pier settlement and loose tie-downs. Most mobile homes have a foundation that is stacked concrete blocks on a plastic pad. Because the pads are not anchored into the ground below or the steel frame of the home above, any soil movement under them causes the piers to lean and lose contact with the steel frame of the home. Settlement can also cause tie-down straps to loosen.

7) Water leaks around exterior doors and windows. Poorly flashed window openings with little or no caulk start leaking at the first rain but the evidence sometimes takes years to show up as staining on the interior walls.

8) Damaged or missing skirting. It's only effective if the skirting completely encloses the home without any openings.

Mobile Home Maintenance Tips Every Owner Should Know



Just like a site-built home, a mobile home needs routine maintenance and inspections to keep it in top shape. The following mobile home maintenance tips can help you keep your home healthy and beautiful.

Make Sure Your Mobile Home is Level

The most important tip a professional can give a mobile home owner is to check your home every year to ensure it is level. Mobile homes can settle over time. If a mobile home is not properly leveled it can cause several issues: doors and windows won't shut properly, cracks appear in walls, and leaks occur. .

Skirting Ventilation

A mobile home's skirting, or perimeter enclosure as the pros call it, is more important than most realize. Skirting acts as an insulator for the whole home, it adds protection from pests, and it adds curb appeal. Skirting should be secure so animals can't get in but have adequate venting so humidity can't damage the home and mold can't grow. Proper ventilation is serious business. There is a formula (1:150) that you can use to ensure you are giving your home the proper skirting ventilation based on your square footage. In other words, there should be one square foot of venting for every 150 square foot of space under your home. You will need to install these vents within 3' of each corner (to prevent dead air pockets).

Helpful Plumbing Tips

Mobile home plumbing is a bit different from site-built homes but the same concept applies: the plumbing system has a supply line, a waste or drain line, and ventilation. The pipes have to be able to breath to work properly.

Ideally, all mobile homes will have a shut-off valve at every water feature. If possible, add one to the toilet and faucets in the bathroom and kitchen. Make sure you know where your main shut-off valve is to your home, too.



FIRST FRIDAY CONCLAVE

(A Workshop & Seminar for Mobilehome Owner Issues)

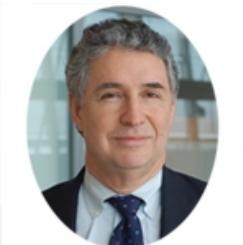
Co-Sponsored by SAC & GSMOL Zone A

July 6

11 AM to 1:30 PM

This is a **FREE** Event

PROGRAM



Richard Holden
Regional Commissioner Bureau of Labor Statistics
Inflation, CPI and COLA and
how they relate to our Annual Rent Increases

SAC CHAIR, ROGER JOHNSON

We will take questions about your park issues and SAC will help you find solutions.
You will learn about the MRL – your rights in your Mobile Home Park.

**GSMOL PRESIDENT, MICHELLE SMITH
and GSMOL ZONE A VP, JOHN BERAUT**
Will speak about the new GSMOL

Get your **FREE** copy of the **2018 MRL**
GSMOL's The CALIFORNIAN and
Capital Region Mobilehome Magazine

Location: Denny's Restaurant, [122 Sunrise Blvd., Roseville](https://www.dennys.com/location/122-sunrise-blvd-roseville)
(Just one block South of Douglas Blvd.)

Bring your AARP Membership card for a 15% discount.
(No food or drink purchase is necessary to attend the CONCLAVE.)

IMPORTANT: Seating is limited - RSVP

by 4 PM, Wednesday, July 4

to Michele at gem4us@comcast.net or (916) 749-7494
The next meeting will be August 3



RSO's and ROC's: The Connection

Dave Loop – GSMOL Vice President, Resident-Owned MH Communities
deloop1@gmail.com

This article is about the connection between **rent stabilization ordinances** ("RSO's") and **resident-owned MH communities** (ROC's). The connection: having a local RSO gives you a better chance of converting your park into a ROC.

RSO's. RSO's are local laws that prevent park owners from raising rents unfairly, while allowing them a fair rate of return on investment. More than 100 California cities and counties currently have RSO's. RSO's keep your rents affordable, and secure your equity in your home. And as I'll explain below, RSO's have another significant effect: they make it easier for your resident group to buy the MH park where you live.

If your city or county doesn't have an RSO, you and other local MH owners should organize and work toward getting one. An RSO is "the" thing that will protect your economic future as an MH owner.

ROC's. ROC's are manufactured-home parks where the homeowners have "bought out" the investor-owner. Out of California's 4,500 MH parks, approximately 150 are ROC's. In most cases, ROC's are owned and operated by resident-created nonprofit corporations. This "corporate" approach works better than the "subdivision" approach (a membership in the ROC corporation will cost far less than buying your "lot").

Two Effects of RSO's. Obviously, an RSO stabilizes your rent. Its second effect is less obvious, but very important. *An RSO stabilizes the market value of local MH parks.* To understand why, first consider how a MHP's market value is calculated.

What's That MHP Worth? MH parks are income-producing properties. The value of a MH park is calculated by using the "income" appraisal method. An appraiser takes the property's net annual operating income (all rents collected in a year, minus that year's operating expenses), then divides that number by a capitalization rate. The capitalization rate is the rate of return the property should generate, based on its net income. 6% is a typical capitalization rate for a California investor-owned MHP.

Three Step Logic. (1) An RSO limits how much park owners in a city or county can raise rents. (2) This also limits the net income those parks produce. (3) In turn, this limits the market value of the MHPs in that city or county.

Another RSO benefit - Discouraging Predatory Investors. If you can get your hands on a copy of the *WMA Reporter* magazine, check out the advertisements regarding MHP's for sale. Note that some of these ads say in bold type, NO RENT CONTROL. This is a not-so-subtle dog whistle that says: "Investor, buy this park! You can make lots of money! Raise rents as you please, while also increasing the park's market value!" But "aggressive" investors typically buy MHP's in areas without rent stabilization. They can make more money (quickly and easily), by buying parks in areas without MHP rent stabilization laws.

Being the Best Buyer. At the end of the day, an owner selling their MHP has one big question: "How much will you pay me?" Of course, the buyer who will pay the most usually gets the property. In 2016, a northern California park owner had his 150-space MHP on the market. The park's homeowners wanted to buy it. The owner was asking \$13 million for the property. After some number-crunching, the homeowners and their financial consultant told the owner, "We can afford \$11 million, no more." The owner thought it over for a while. Then he accepted the homeowners' \$11 million offer. The homeowners' corporation bought the park and became its owner and operator.

But why accept \$11 Million? Because no one would pay more. This MHP is protected by a local RSO. This means no investor-buyer could aggressively raise rents to increase the park's income and market value. To an investor-buyer, the park was worth no more than \$9 million. So, the local RSO made the park's homeowner group the *Best Buyer* for the property.



San Jose Regional Conference

Saturday, June 30, 2018
9:00 AM – 4:00 PM

Southside Community Center
5585 Cottle Road, San Jose CA

Featuring

* **San Jose City Councilperson Sergio Jimenez** – Keynote address

“Preserving and protecting mobilehomes – a critical element of affordable housing”

* **Bruce Stanton, GSMOL Corporate Counsel**

“MRL 101 (Mobilehome Residency Law 101)”

* **Esperanza Ross, GSMOL Legislative Advocate**

“GSMOL and the Legislative Process”

* **Newly elected GSMOL President Michelle Smith**

“Making a Good Organization Great”

* **David Loop, GSMOL VP Resident Owned Parks**

“Buying your Park”

* **Housing & Community Development Tax Waiver Program**

When is a permit required? The Mobilehome Assistance Center”

NOTE: This is a **FREE** event.

No lunch will be served.
but there are restaurants near
by OR Pack you own lunch.

CHP's FREEWAY SERVICE PATROL



Do you know about CHP's Freeway Service Patrol (FSP) which is available in some areas during major commute times? If you get stuck on the freeway, It provides free emergency road service for the following:

- Change a flat tire
- Give you a gallon of gas if you run out
- Jump start a dead battery
- Add fluid to your radiator and tape broken hoses
- Report accidents/collisions to CHP
- Contact an auto club or towing service for you

If the Freeway Service Patrol cannot get your vehicle back on the road, it will be towed free of charge to a location which is chosen and approved by the CHP.

THE FREEWAY SERVICE PATROL WILL NOT

- Tow your car to a private repair shop or a residence
- Recommend tow services and repair shops
- Tow motorcycles
- Assist vehicles involved in accidents and collisions unless directed to do so by the CHP

Call 1-800-TELLCHP (835-5247)

to find out if FSP is operating in your area and how to contact them.



DMV SENIOR DRIVER OMBUDSMAN PROGRAM

The state of California has acknowledged the importance of helping seniors maintain their independence, one part of which is safe driving. There are five regional offices tasked with addressing the concerns of senior drivers in the interest of both personal and public safety.

The ombudsman office personnel are available for assistance with individual cases to insure fair treatment and compliance with laws and regulations. The office also provides many useful publications and forms. A presentation by Jerrod Sieberg, called "Seniors Driving Safer Longer", explained in detail, the challenges senior drivers face and how the office can help.

Challenges and impairments include vision, slowed reaction time, physical limitations, and mental difficulties. Health care professionals are mandated by law, to report the following conditions to the DMV: Alzheimer's/dementia, seizures and loss of consciousness, stroke with physical limitations and recovery prognosis, severe diabetes/prognosis/control. Referrals to Driver Safety can also be in the form of a self referral, or recommendations by law enforcement personnel, courts, health care workers, family members and friends. In a Driving Safety Hearing, medical information is reviewed and written and driving tests may be required. As a result of a hearing, the possible outcomes include:

- License revocation
- License suspension
- Restricted license (e.g., glasses required, no night driving)
- Medical Probation
- Area Restricted license
- Safe Instruction Permit
- No Action

At age 70 and thereafter, a written test in addition to a vision test, are required for license renewal every 5 years. A driving test is required only if vision is questionable or problematic. The written test is a touch screen computer test. You may also request a "pencil and paper" version, a test on tape if you have difficulty reading, an oral test or a test in ASL. There is no time limit on the test. It is best to make an appointment to avoid long wait times at DMV offices. For an appointment call, 1-800-777-0133 or log onto www.dmv.ca.gov.

Senior Driver Ombudsman Program contact information:

- | | |
|-----------------------------------|--------------|
| • Sacramento/No. California | 916-657-6464 |
| • San Francisco/Oakland/Area | 510-563-8998 |
| • Orange/San Bernardino/San Diego | 949-553-3573 |
| • Los Angeles/Ventura | 310-412-6103 |

DMV REAL ID Driver License and ID Cards

The California Department of Motor Vehicles (DMV) offers federal compliant REAL ID driver licenses and identification (ID) cards. This optional card is being made available to Californians who want to continue to use their driver license or ID card to board a domestic flight or enter secure federal facilities. The federal requirements take effect October 1, 2020. Californians will have the choice to apply for a REAL ID driver license or ID card, or renew or apply for a federal non-compliant card.

Until October 1, 2020, a valid California driver license or ID card can be used for federal purposes, including boarding a domestic flight and entering military bases or secure federal facilities. After that date, only a REAL ID card or other federally approved documents will be accepted, such as a U.S. passport, passport card or military ID.

To apply for a REAL ID:

1. Make an appointment to visit a DMV field office
2. Provide proof of identity, such as a certified copy of a U.S. birth certificate, U.S. passport, employment authorization document, permanent resident card or foreign passport with an approved form I-94.
3. Present proof of your Social Security number, such as an SSN card, W-2 or paystub with full SSN.
4. Show a California residency document, such as a rental or lease agreement, mortgage bill, utility bill or employment, medical or school document.
5. An original or certified copy of a name change document, such as a marriage certificate or divorce decree, may be required.

A full list of document options is available on the DMV website. REALID.dmv.ca.gov.

If you know you will not be boarding a domestic flight or visiting secure federal facilities or military bases, you do not need a REAL ID driver license or ID card.

You do not need a federal compliant REAL ID to:

- Drive
- Apply for or receive federal benefits
- Enter a federal facility that does not require ID (post office)
- Visit a hospital or receive life-saving services

REAL ID and federal non-compliant cards are both valid forms of identification. All driver licenses, including REAL ID driver licenses, cost \$35 and ID cards cost \$30.

Manager Problems in Mobilehome Parks

This is Your Chance to Speak Up

Introduction: Mobilehome Magazine believes manager problems do exist in mobilehome parks. Here are some examples: a) Managers make up new rules 'on the fly.' b) Managers do not enforce Rules and Regulations equally on all homeowners, c) Managers close common areas, like the clubhouse, d) Managers intimidate and harass, e) Managers incorrectly quote the Mobilehome Residency Law, f) Managers threaten eviction, g) Managers lie when they say such things as 'Your neighbor has complained.' h) Managers enter your property to spy, etc.

We need your input! We want to do something about this serious issue. We hope you will support our efforts. We'd like to know what you think:

1. Do you believe manager problems exist in mobilehome parks? Yes, No
2. If you answered NO, please email us or call us with your answer. You do not have to take the balance of this survey.
3. How pervasive are manager problems in parks? 80-100%, 60-80%, 40-60%, 20-40%, 0-20%
4. How serious are manager problems in parks? extremely serious, very serious, serious, not very serious, not serious
5. Have you experienced manager problems in your park? Yes, No
6. To your knowledge, has any government agency or advocacy group tried to deal with manager problems? Yes, No
7. If you answered Yes, can you give an example? Use another sheet of paper please.
8. Were they successful? extremely successful, very successful, successful, kind of successful, not successful. Please name the group/government agency. _____
9. We're interested if you have any ideas how to deal with management problems. Answer as many as you want, but put in priorities, i.e. most effective #1, next #2, etc.
 - I'd provide more training/education so managers understand their responsibilities better
 - I'd have a state-wide panel or task force mediate
 - I'd have a state-wide panel or task force fine a manager who is causing problems
 - The park owner should be held responsible for manager problems
 - The park owner should discipline his manager himself
 - A government agency should be involved with this issue. They should have the authority to sanction or fine a park owner whose manager poses a problem in the park.
 - An advocacy group should handle management problems.
10. Do you belong to a group or organization? GSMOL, Regional Group, HOA in your park.
11. Do you want to help us with management problems? Please let us know. Call or email Frank (818-886-6479/fawodley@yahoo.com)

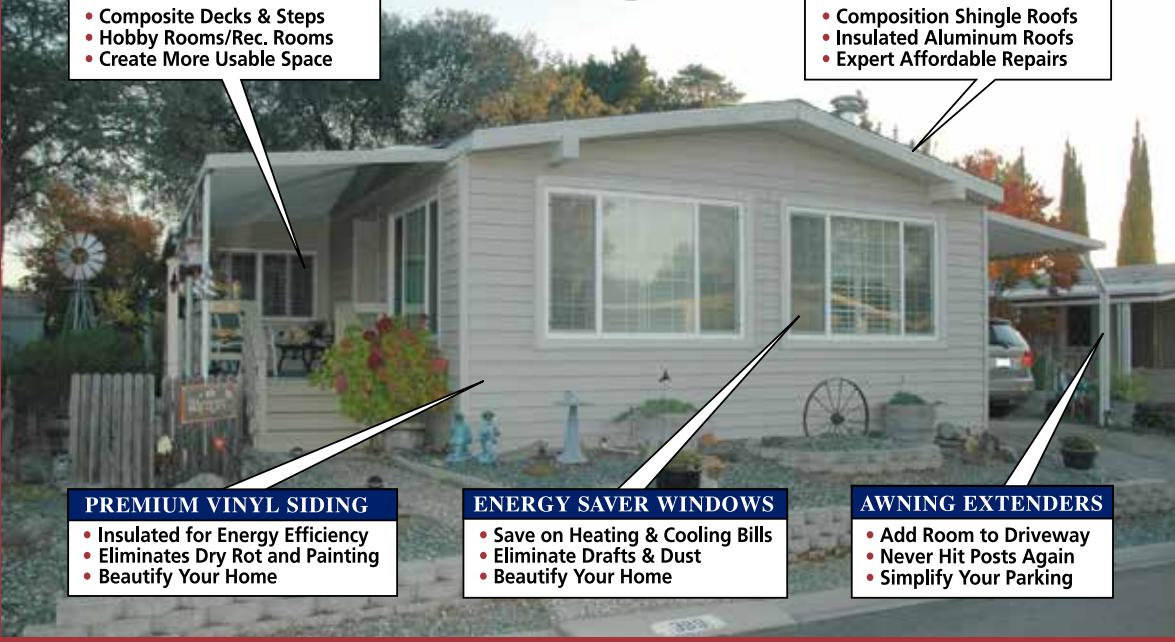
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