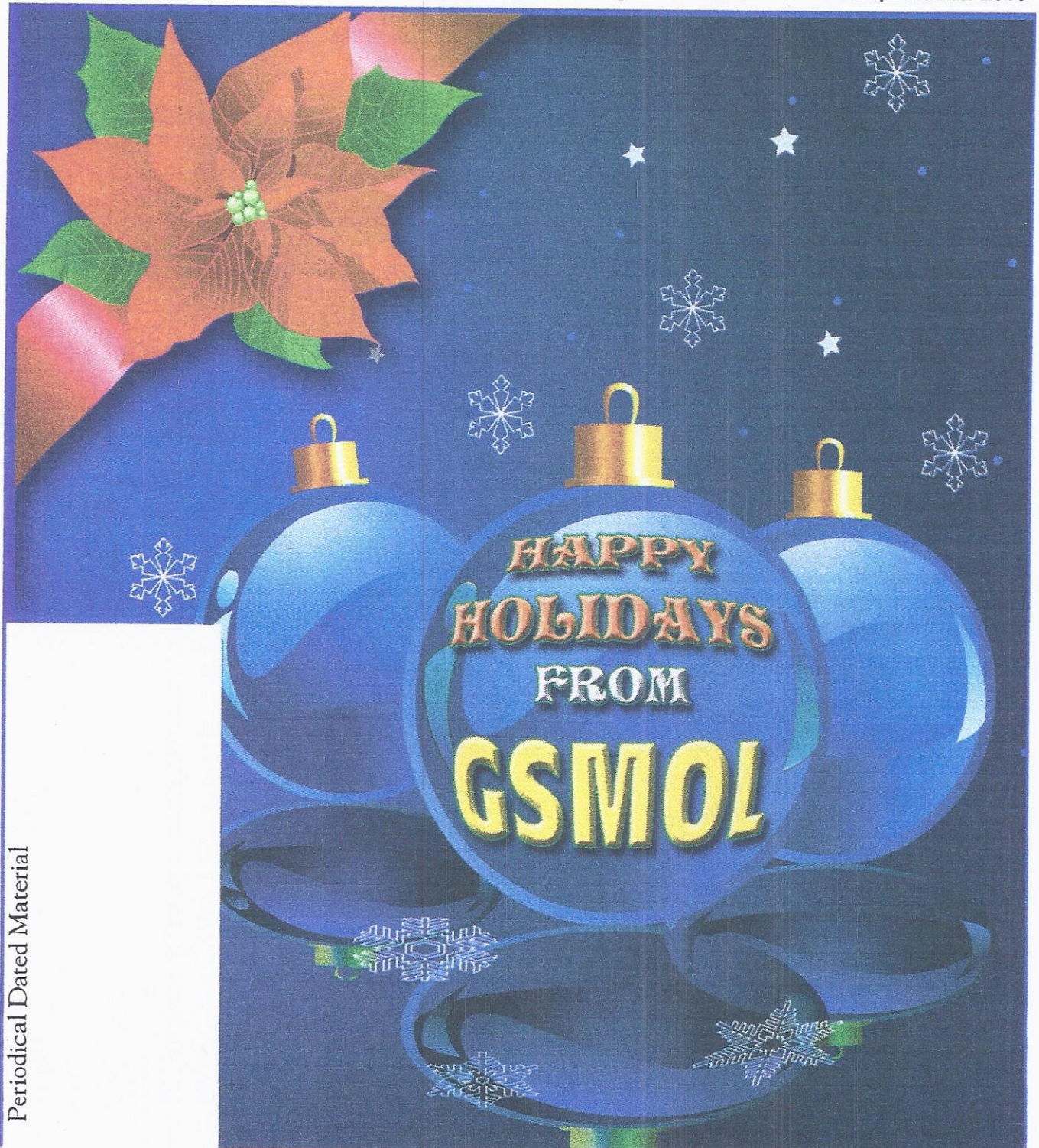


THE
CALIFORNIAN
GOLDEN STATE MANUFACTURED-HOME OWNERS LEAGUE

Volume 45 Issue 6 --GSMOL-- Advocating for Homeowner Rights Since 1962 November/December 2010



Periodical Dated Material

President's Report



**Jim Burr, GSMOL
State President**

Progress Report on Strategic Action Plan

Those who have followed the "GSMOL President's Message" since the biennial convention in April understand the elements of the Strategic Action Plan and the progress we made through September that resulted in part from your continued support.

More recently we have focused on (1) developing the FY 2010-2011 budget and (2) the very important step in improving services to members in the parks – that of training new leaders.

First, we will attempt to summarize the key elements of the new budget for the period October 2010 to September 2011. After weeks of effort by the Budget Committee, the Board of Directors unanimously approved the final draft in early November. This becomes a huge benchmark for GSMOL for two reasons: it provides for a positive cash flow and an increase in dues income as follows:

a. If we achieve our budget, we will end the year with a positive balance rather than a "red ink" negative condition. To accomplish this, we provided for a slight increase in dues income and made deeper cuts in expenses. In addition, we allowed for costs related to the Strategic Action Plan (i.e. travel ex-

materials, etc.)

The expense reductions occurred by downsizing the office staff based out of economic necessity. Reluctantly, the Board determined we could no longer afford to maintain a fulltime Bookkeeper position and we said goodbye to Terri Robins after more than a decade of service to the League. Our volunteer Treasurer, Bob Ogle, will handle some of the bookkeeping functions while Katie Coleman will work a few more hours in accounting automation (QuickBooks). She will provide administrative support for the Board and our professional advisors. Mary Ann Coleman will focus on Members' Services as in the past. With careful distribution of the workload and performance evaluations, we intend to continue to improve response time for members' needs and for Board officers. Other less significant line item expenses are reduced, as well.

b. We fully expect the effects of the Strategic Action Plan to become evident in 2011. We project a slow reduction in member dropouts for the first half of the fiscal year, and a very slight increase in net members in the last quarter, as our recruiting efforts overcome the dropout rate.

None of this would be possible without the dedicated work of State Treasurer Bob Ogle and Budget Committee member, Jerry Bowles. Both have substantial budgeting and financial management experience, and now share this willingly for the benefit of GSMOL.

Second, we achieved another benchmark relating to the first priority of the action plan, "Recruiting and Training New Leaders". While all Zones have added new Region Officers, we instituted the first Leadership Training

pense reimbursements for more Region Officers, more printed ma-

Workshop November 9th in Cotati (Sonoma County). Zone A1 VP, Roger McConnell, hosted the four-hour session, as facilitated by Consulting Strategic Planner Michael Perri. This critical component will help each leader, from Zone VP to Region Officers, to have a clear understanding of his or her duties and responsibilities, and GSMOL's policies, practices and terms.

Over thirty members attended, including all but one Board member, along with several existing and potential Region 1 and 2 Officers. This was the "Dress Rehearsal" for additional workshops tentatively being scheduled by the Zone VP's as follows: Zone A in early December; Zone D in January, Zone B1 in early February with Zones B and C to be announced.

We conclude this message as we did the last one with a realistic caution relating to the acceptance of the new action plan by our Members, Region Officers and Board members. The simple fact is that to create resurgence in GSMOL, the status quo simply will not work. The age-old adage is very true – "If ya' keep doin' what you're doin', you'll keep gettin' what you're gettin'". The change will be significant and will amount to a paradigm shift. Studies of Organizational Behavior indicate that some leaders at all levels will not accept the shift easily. Therefore, we encourage all leaders to give serious thought to the daily or weekly "To-Do" list, then make the necessary changes to "work the plan" and achieve its goals. It is my paramount commitment to see all Regions succeed.

"There is nothing we cannot do if we are together.

If we are not together, there is nothing we can do."

Capitol Report

By Brian Augusta

With the November General election behind us, and most of the races for statewide office clearly decided, the 2011-2012 legislative session is beginning to take shape. On December 6, new members of the Senate and Assembly were sworn in and both houses officially convened the 2011-2012 session. There is no question that the most hotly contested issues of the past few years—vacancy decontrol and condo conversions—will once again be front and center in Sacramento. That is why for many homeowners, this past election was a highly anticipated event.

The most watched race, or course, was the contest for Governor. For manufactured homeowners, the election of Jerry Brown gives many homeowners hope of a new ally in GSMOL's long-standing Capitol battles over rent control and condo conversions. Many note that the prior governor, Republican Arnold Schwarzenegger, vetoed most of the key bills supported by GSMOL and its members during his tenure. Hoping for change, GSMOL's PAC endorsed Brown.

In the Senate, the election brings few new faces to the Capitol; most have already served one or more terms in the Assembly. But in the 80-member Assembly, 27 of the incoming members have never served in statewide office—meaning nearly 1/3 of the membership of the "lower" house is new to the business of legislating at the State level.

That change presents challenges—and opportunities—for manufactured homeowners. GSMOL has already

used the lead-up to the November election to meet with and educate many of the new members. That work will continue as we head into the new session, with the focus shifting to the local, grassroots level. We encourage GSMOL members to meet with their elected senators and assemblymembers—new or old—in their district offices over the coming months to discuss manufactured housing issues with them, and ensure they know GSMOL's priorities.

In the November election, GSMOL PAC made endorsements in many of the races, and the vast majority of GSMOL-endorsed candidates won. The endorsement process naturally brings with it some controversy within a membership organization such as GSMOL. GSMOL's members hold diverse political views on a variety of subjects. But the one issue that unites them all is defending and preserving the manufactured housing lifestyle, and protecting their investments in their homes. It is in pursuit of that unifying goal, and that goal alone, that GSMOL PAC makes endorsements: supporting candidates who support GSMOL and its members on manufactured housing issues. In a year in which the park owners' organization spent at least a quarter-million dollars supporting state and local candidates whom they hope will support their views, it's critical that homeowners are unified in their support of candidates who support ours. The next statewide election is in two years. We encourage you to watch closely how your elected representatives vote on manufactured housing issues over the next two years, and take that into consideration next time you head to the polls

HIGHLIGHTS OF BOARD OF DIRECTORS MEETING, OCT 15, 2010

A Board of Directors meeting was held on October 15, 2010 at the Garden Grove office. All members of the Board

were present, and the Corporate Counsel, Legislative Advocate, Norma Bohannan, along with some local members.

Reports from Zone VPs listed activities ranging from assisting residents with rent control ordinances, manager problems, status of chapters, and membership. The VPs are working on revitalization of chapters and with chapters to bring up their membership.

The Board has a new Zone A Vice President. Lloyd Logan resigned due to health and family problems. His resignation was accepted with regret. The new Zone VP is Norma Bohannan, Region 14 Manager, who was appointed to the office for the remainder of Lloyd's term. Lloyd was appointed as Senior Consultant to Zone A. Congratulations, Norma and thank you to Lloyd for your service!

Jim Anderson, new Region 3 Manager from La Verne in Zone C has been working on many problems in the absence of a Zone VP. Jim reported on contacts with chapters to help solve problems. Jim is very enthusiastic and interested in helping chapters with problems. A Big Welcome to Jim!!

The formation of the GSMOL Educational Fund continues in process. It will be a 501 c) 3 non-profit corporation capable of receiving grants and tax-deductible contributions. Its primary mission will be to educate homeowners on their rights.

The Convention Committee presented a comparison of possible host hotels for the GSMOL 50th Anniversary 2012 Convention in Sacramento. The Board accepted the Committee's recommendation but will reach a final decision after Board President has toured the facilities.

In conjunction with the Convention, a new "Lay-away Share Program" for members to deposit money ahead of time to cover convention expenses was approved by the Board. Members should start making plans now for attending our Golden Anniversary convention!

PUBLIC UTILITIES COMMISSION CONSIDERS RULES FOR TRANSFERRING SUBMETERED UTILITY SYSTEMS



By: Bruce Stanton, Corporate Counsel

ABOUT THE AUTHOR: MR. STANTON HAS BEEN A PRACTICING ATTORNEY IN SAN JOSE SINCE 1982, AND HAS BEEN REPRESENTING MOBILEHOME RESIDENTS AND HOMEOWNERS ASSOCIATIONS AS A SPECIALTY FOR OVER 22 YEARS.

Recently, the Western Manufactured Housing Communities Association (WMA) filed a Petition with the Public Utilities Commission on behalf of its park owner members. They have asked the PUC to adopt rules and regulations that would facilitate the transfer of sub-metered gas and electric systems now operated by park owners, back to the serving utilities, such as Southern California Edison and PG & E. This Petition will affect all mobilehome residents who live in parks that have individually metered each space for energy consumption. If you live in a park where the park owner reads the meter and bills you each month for gas and electric service, then you live in a sub-metered park. The park owner is in charge of these systems, and receives a "discount" of about \$16.00 per space each month on the gas and electric prices. This "differential" is supposed to be used by the park owner to maintain, repair and upgrade the systems. But few park owners have faithfully used the money for these

purposes over the years, and many sub-metered systems are breaking down, reaching the end of their useful life or otherwise not sufficient to meet the energy demand of the residents.

During the last few years, the WMA has been unsuccessfully attempting to pass legislation to implement the transfer of ownership and operation of sub-metered gas and electric service systems back to the serving utilities. California Public Utilities Code (CPUC) decisions prohibit a park owner from passing through any of these costs to homeowners, since the park owner has already been paid to operate and maintain the system through the sub-metering "discount". But there have never been any restrictions or requirements about what the park is to do with the money once it gets it; for most parks there has been no reserve account and the discount funds can be used as the park wishes. The cost to trench, remove, replace and maintain the required new systems is very large, and since the park owner knows that it cannot charge homeowners for this amount, it would have to eat the cost. Courts have held that in a rent control jurisdiction, rent cannot be increased to cover this cost. Left without a pass through or a rent increase remedy to reimburse the cost, the park owner who doesn't want to cough up its free "discount" money is left with but one remedy to avoid paying the bill: give the system back to the serving utility in its present condition. Because their legislative attempts on this subject have failed, WMA is now employing a new strategy.

On August 20, 2010, WMA filed a Petition requesting that CPUC commence a rulemaking proceeding to adopt new rules and regulations that would establish a transfer agreement

and provide procedural steps for giving the energy systems back to the utilities. They have requested that eligibility standards be developed and that costs be clarified. This Petition will open a rule making procedure that allows any concerned party to make an appearance. An initial pre-hearing conference was held at the PUC in October. Workshops will now follow. In addition to the park owners, the three major utilities (PG & E, Southern California Edison and SoCal Gas) will be parties to the proceeding, as will TURN (The Utility Reform Network—a rate payers advocacy group) and GSMOL.

The park owners extol the virtues to homeowners of a transfer; i.e. they could now participate in CA Solar Initiative, Smart Meter and other programs. It continues by talking about how the utilities would benefit; i.e. it would be added to their investment return. WMA goes on to say that park owners are "reluctant to initiate the transfer" of the systems, and are "caught in a bind". They say that the initial burden on the park to upgrade the system is prohibitive, and not covered by the discount (which we say is false!). "No park owner is interested in a business loss of this magnitude...", and "few park owners can overcome the significant cost and business uncertainty risks associated with the process absent further oversight and guidance from the Commission." As to costs of transfer, WMA exhorts the CPUC to "take leadership", and to "provide guidance about the cost the park owner should bear when transferring a system that is capable of providing safe and reliable service". WMA claims that once the monthly discount ceases, the park owner is left without a way to recover rehabilitation costs.

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PUBLIC UTILITIES COMMISSION CONSIDERS RULES FOR TRANSFERRING SUBMETERED UTILITY SYSTEMS

Continued from page 5

It predictably wants the serving utility to bear the costs of upgrading or replacing the system where the useful life has expired. Otherwise, the park owner will be making a "gift" to the utility.

GSMOL, along with TURN, has filed a response which supports WMA's request for a rulemaking to encourage transfers, but "strongly disagrees with a number of factual or legal assertions offered by WMA." Notably, GSMOL wants the scope of the proceeding expanded to include the transfer of systems in parks where residents are enduring health and safety risks or significant energy system limitations; i.e. receive substandard service below what other consumers receive. We also believe that transfers should be facilitated, and that homeowners will be better served as direct customers of the utilities. We hope that one day all residents will be direct customers of the utilities. We would like to see the park owners get out of the utility business. We will further argue that WMA has erroneously described and confused the purposes of the discount; i.e. WMA forgets that the discount covers ongoing capital upgrade costs, and does not necessarily correspond with a park owner's actual spending in any given year.

GSMOL further disputes WMA's assertion that utility rates for all California customers will not be impacted if the utilities are stuck with the bill for rehabbing the systems. There will be rate increases if, as the utilities believe, the cumulative cost to repair and/or upgrade all 3,300 sub-metered systems could exceed One Billion Dollars. GSMOL believes the CPUC should require all sub-metered park owners to

place the portion of the rate discount intended for infrastructure-related costs into an escrow or trust account as a condition of receiving the discount, since the CPUC currently does nothing to encourage park owners to devote the rate discount to the purposes for which it was intended.

This is an important issue which has been shifted from legislation to internal CPUC rulemaking. GSMOL will participate on behalf of all homeowners. We shall clearly point out to the CPUC that the "bind" the park owners find themselves in is of their own doing! The monthly discount does not only include reading meters and maintenance of the system, but also repairs, refurbishment and upgrades. It's not our fault if the park owner chose to spend this money on something else. We shall join with TURN in protesting a solution where all California ratepayers, including mobilehome residents, have to foot the bill for the utilities to repair and upgrade the systems which they inherit. We obviously do not want to become known around the State as "those mobilehome people who caused my rates to go up."

As this matter goes forward, the utilities would like to gather more information about the status of sub-metered systems throughout the State, and the PUC Commissioner in charge also wishes to know if there are parks with faulty systems which should be considered for priority transfer. No one knows more about the status of their park systems than the homeowners who live in the parks.

GSMOL is thus asking all members who live in sub-metered parks for your help. We need to know if you are experiencing any problems

with gas or electric service in your park. This request only applies to residents living in parks that are sub-metered as described above. Please take a moment to review and answer the following questions to assist us. You can call, email or FAX your answers to the GSMOL Home Office.

We need to know if you:

Have any problems with your sub-metered gas service.

If you notice any gas smells, or are there times when you cannot get the amount of gas you need.

If you experience any problems with your electric service, such as brown outs, black outs or power surges.

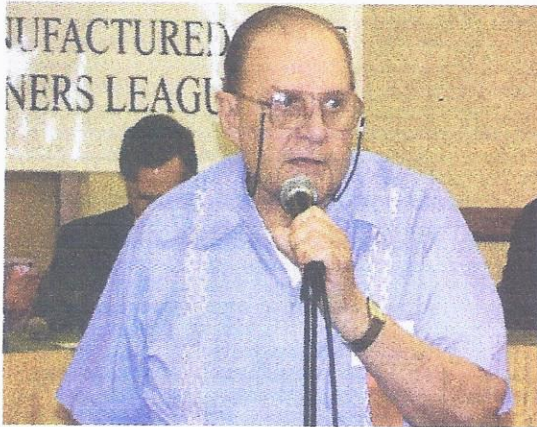
If you unable to operate certain appliances, such as air conditioners, due to inadequate service.

If there are any problems with wiring or transformers.

If you experience frequent shut offs of gas or electric service.

PLEASE NOTE: This request pertains to gas and electric service only and NOT to water!

Thanks for your assistance. We want to hear your stories, and your answers to these important questions. In providing us with this information, we can more capably serve you, our valued members.



Region 2 Manager Announces Retirement

We recently received the sad news of the December 31 retirement of Region 2 Manager, Bob Fleak, shown speaking at the 2010 GSMOL State Convention. Bob has faithfully served members for many years from the chapter level to his current position. He is well-known for coordinating monthly "Presidents Luncheons," for leaders in Region 2, which he will continue to host.

Bob's knowledge and dedication will be missed and we greatly appreciate all Bob has done to help improve living conditions of homeowners in manufactured housing communities.



Crescent Valley Mobilehome Park, Chapter #909, Newhall, CA elects new officers. From left; President Jay Mc Mullen, Vice President Leonard Cermola, Secretary Rodolpho (Rudy) Ruiz, and Treasurer Maria Arias. There were 33 residents in attendance (park has 90 Homes). The election was held by Jim Anderson, Region 3 Manager.



GSMOL-PAC Chairman, Ron Faas, and Region 8 Co-Region Manager, Marie Pounders, are shown presenting a GSMOL-PAC check to Assembly District 33 candidate, Hilda Zacarias. Also shown is a Zacarias campaign poster/flyer designed by GSMOL member Joyce Rosenberg.



Zone B-1 Vice President, Craig Hull, presents a GSMOL-PAC check to 35th Assembly district candidate Das Williams. Das, who has been a strong supporter of MH owners at the local level, was elected to the Assembly seat. He should prove to be a valued advocate for MH owners.

HOW I CAN HELP YOU

by: Norma Bohannon, Zone "A" VP

1. Listen

My phone number is no secret. So, I do get calls from GSMOL members who say they have problems with park owners or managers. People call when they are upset and need to talk about their feelings. So I listen and try to get to the root of the problem.

2. List Problems

It's important to put this all in writing - it's how to keep organized. It would be great if the GSMOL member would put their complaint in writing. If they have not done that, I will.

3. Prove it

I need to know if the GSMOL member who calls me can prove what they say. Don't get me wrong, it's not that I doubt their word. But I need to know if they would be able to convince a judge. So, I have to find out if there are papers, pictures, or witnesses willing to testify.

4. Research

I try to find out if what the Park Owner or Manager is doing is illegal. I search the MRL and other laws, also Title 25 regulations. I can call a lawyer if I still have questions.

5. Talk

Arrange a meeting between myself, Park Manager or Owner, and GSMOL member. Explain that we are aware manufactured home owners do have rights. Point out laws or

Title 25 regulations that are being violated.

If steps 1 - 4 do not solve the problem, it's time to think about legal action.

Planning and assessing available resources. Will other residents join and support the GSMOL member who is having a problem with Park management?

There is a real value and strength to numbers of homeowners involved. Will they testify for him or her? Will they provide hugs and ideas? Will they help raise money for legal expenses? GSMOL has some legal assistance funds, which may be available after state board approval.

- Gather evidence. Documentation of the problem could be letters between the member and park management about the problem. Documentation could be pictures. Documentation could be statements from witnesses.

- Organize the evidence. Decide which are key pieces to support the case, keep that separate. Decide if there is enough and right kind of evidence to convince a judge. Decide if enough emotional and financial support is available for lawsuit. At this point, an attorney must be consulted.

Magic

The problem might just disappear sometime during this process. That can happen when the Park Owner or Manager is educated about Man-

ufactured Home Owner rights. The problem might just disappear when the Park Owner or Manager realizes that the Manufactured Home Owner and friends, including GSMOL, know their rights and will defend their rights.



Editor's note: Norma represents members in Zone A; members in other zones should contact either their Zone VPs or leaders listed in the Who's Who on page 14."

**Thank You
For Your Support
in 2010!**

Visit our website
@
www.gsmol.org

HOW DO YOU DEAL WITH DIFFICULT HOA MEETINGS?

by GSMOL member Michelle Bell

Getting along in an HOA can be exasperating and board meetings are no exception. There are so many things that can make even the most agreeable members see red, it's often difficult for board members to conduct business quickly and efficiently. Even though the path you've chosen may be right for the community, you must consider the reaction of the members and the impact an unpopular decision can have on your relationship with residents and dissenting board members. This is especially true in resident owned community associations where the Board has a financial duty to the member/owners and scrutiny of board decisions can become all the more

volatile.

So how do you avoid an Us vs. Them mentality? You need the people who attend the meetings to be your ambassadors in the community. Let's face it; in most cases less than a third of the membership attends board meetings on a regular basis. The rest of the members get their information from friends and neighbors who attend. Getting along with the attending members is essential if you want a positive message brought back to the community. So what can you do to ensure a harmonious meeting?

- First and foremost treat each other with respect. Remember that these are your neighbors and in the case of resident owned parks they are your business partners. You succeed or fail as a group not as individuals.

- Recognize when a discussion is turning into a disagreement. It's ok to let people express differences of opinions and it can be done in a way that builds trust and openness between the board and the members. It's also important to bring the conversation back to the business at hand without crushing people so they never want to speak up again. Not everyone has a taste for public speaking, leading by example and using good com-

munication skills will encourage others.

- Set ground rules for the meeting and lead by example. If you haven't done this previously some members may take it as an affront. Take the wind out of their sails by following your own rules. One person talks at a time, refrain from side conversations, stick to the agenda, manage time appropriately, etc. Post the rules and print them in your newsletter.

- Deal with difficult people before the meeting begins. You know who they are.

- Some people just want to be acknowledged. Giving some personal attention before the meeting may be all it takes to keep them calm during the meeting.

- Some just want to talk. Ask a chatty Cathy to take notes about their questions and set aside some time after the meeting to discuss them personally.

- Some just need to argue. Let them know you have a time limit and need to keep the agenda on task. Offer them an opportunity to present their opinion in the newsletter as a more constructive outlet.

- If a trend emerges adopt it. If your board meetings continually breakdown because of side conversations then build time into your agenda for break out groups. A 10 minute break out session can save you 30 minutes of combative discussions during the meeting.



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MH leaders from across the country gathered for the MHOAA national convention held in Salt Lake City.

GSMOL PARTICIPATES IN NATIONAL CONVENTION



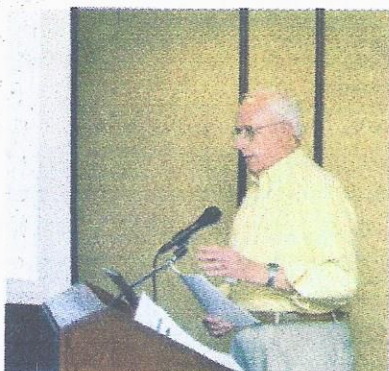
GSMOL Corporate Counsel, Bruce Stanton addresses attendees

GSMOL representatives Jim Burr, Bruce Stanton and Tim Sheahan attended an October convention of Manufactured Home Owners Association of America (MHOAA). GSMOL is a founding member of MHOAA, which serves to network homeowners and their associations throughout the United States. Former GSMOL President, Tim Sheahan, currently serves as First Vice President of MHOAA.

A wide range of seminars and presentations relating specifically to manufactured housing issues filled the convention agenda. Topics included: Lobbying, Grass Roots Advocacy, Educating the Media, Fund-raising, Leadership Training, Park Purchase by Residents, Making an Impact on Local Ordinances, Branding and Building a Movement.

MHOAA was able to underwrite the costs of travel and lodging for most of the attendees thanks to the generous support of the Corporation For Enterprise Development (CFED), a non-profit advocacy and empowerment organization that has an area of focus devoted to serving the interests of manufactured home owners. CFED's website is: www.cfed.org.

For more information about MHOAA, visit their website at: www.mhoaa.us. Please consider joining MHOAA, or at least encourage your HOA or GSMOL chapter to join this important organization that represents homeowners at the Federal level, including its current goal of achieving a Federal "Bill of Rights" for manufactured home owners.



GSMOL President, Jim Burr, shown leading a break-out session

SOME QUESTIONS MOBILEHOME OWNERS ARE ASKING WITH ANSWERS PROVIDED BY BRAD HARWARD

Mr. Harward is Mobilehome Parks and Special Occupancy Parks Programs Manager for California Department of Housing and Community Development. He was guest speaker during the Region 14 "Presidents Luncheon" meeting earlier this year

If you have ties to local homeowner coalitions, want to form a GSMOL super-chapter or have an active GSMOL chapter, let us know so we can set up some meetings in your area. Step up, get involved and have your voice heard!

1. Fire hydrants - how often should they be inspected? What if park management does not inspect/maintain? What about low water pressure?

There is no requirement for a park to have fire hydrants, but if they do they must be installed according to National AFDA #24. Operational test every year by the park. Water flow test (certified) every 5 years, to be done by certified person. Park must have documentation on file to get yearly "Permit to Operate". Without permit to operate, fines accrue. Water flow - at least 20 lb throughout park.

2. Club House - Do mobilehome parks have to have a clubhouse? Does it have to be ADA accessible? Can management just keep it locked?

No. To require mobilehome parks to have clubhouse, other developments of similar number of units would have to have clubhouse too. If the park has a

clubhouse, does it have to be ADA accessible? No, but the office does. But if clubhouse is used by general public, it does have to be ADA compliant. ADA is enforced by that disabled person who is denied access; they would have to sue.

Swimming Pools Rules: Regulated by park rules, but park rules must be reasonable.

Question: Must children be allowed in the pool at all times, or could they be restricted to certain times. Answer: Attorney question.

Fair Housing Act Title 24 Part 100 is about Senior only parks. Senior only is a park rule; 80% of residents must be over certain age. That does not mean the park can rent 20% to young people, they have to follow their own rules.

Keep clubhouse locked? MRL question. Probably they have to have it open during reasonable hours. Each person's definition of what is reasonable may be different.

3. Lot lines - How should they be marked? How can they be changed?

They must be marked; 18 inch piece of rebar; 18 inch pressure-treated wooden stake, 18 inch piece of schedule 40 PVC pipe, a saw cut in the curb, a 6 inch piece of rebar or a 6 inch piece PVC set in concrete. Lot lines could be moved prior to 1979 at will. Now they need permit from HCD enforcement agency (Folsom) written authorization from existing resident. They have to show on map where existing lot line is and where it will be changed to. During inspection lot line will be moved at that time. HCD does not keep park maps with plot plans. If you question

it get a copy of parks plot plan for your own resources.

4. Parking - Can parking be restricted by park rules, even though there are no posted signs?

Yes

5. Entrances/exits. Can a large park have only one entrance?

Yes. If allowed under local jurisdiction.

6. Speed limits - how can they be enforced in the park?

They can't. The police will not come onto private property to enforce traffic laws. Only thing the park owner could do about speeding is evict the offending person. Park owner could ask city to pass an ordinance to adopt vehicle code within the park; if they do the speed limit is 15 miles per hour.

7. Electricity - what if we have frequent power failures?

Usually caused by 50 amp system when there are air conditioners. New parks cannot be 50 amp, but older parks can, if allowed at the time they were built. But if they allow 100 amp home in there, they must upgrade their system.

8. Driveways - what if they are damaged by tree roots? What if they just wear out?

MRL clearly states park responsible for driveway they install but you are responsible for driveways you install.

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SOME QUESTIONS MOBILEHOME OWNERS ARE ASKING WITH ANSWERS PROVIDED BY BRAD HARWARD

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9. Question: Is the park or homeowner responsible for trees & shrubs. What about CA Civil Code Section 660?

Some park rules say resident must maintain landscaping, some don't. Park is responsible for those that become a hazard. Resident should keep trimmed so it does not become a hazard.

10. Trees – what if they fall on the house?

If there is a dispute about whether a tree is a hazard, call HCD enforcement agency to determine if a hazard exists.

11. How about palm fronds falling from park-owned trees?

Obvious hazard

12. Emergency Preparedness Plans. Who approves them; what is the deadline. What happens if there is no approved plan by that date?

Must have plan submitted by Sept 10; if they do not, fines will accrue. Booklet available on HCD website. Park only responsible for having a plan, not assisting people out of park. Park owners only have to give notice to residents that there is a plan & how residents can get a copy of the plan.

13. Which permits are and are not required for any construction or upgrades of a home? Also, does the owner/manager need to have a copy of a resident's permit for construction or upgrade?

Matrix on HCD website. Manager does not need copy of residents permit, but it must be posted. But why not just cooperate with manager.

14. Please mention "online comment form" on HCD website. How are

questions asked through this online form answered?

There are different programs; questions are routed to person responsible for program which seems to cover the question. There is also an interactive form on the Ombudsman website.

15. What about requirement for removal on sale?

If they tell you to remove on sale, ask for list of violations of Health & Safety Code, based on inspection of exterior of home. Nobody has the right to come into your home to inspect.

16. Can a RV be on MH lot?

Yes

Editor's note: Additional questions and answers, along with the 2011 MRL are posted on the GSMOL website at: www.gsmol.org. As a reminder, HCD does not enforce the MRL. It does enforce the Health and Safety Code relating to manufactured home communities.

Want to Get Your Californian Sooner?

A growing number of members prefer to receive a digital version of the Californian via E-mail instead of the mailed hardcopy. We encourage others to do the same.

It will save us on printing and mailing costs and you will receive an E-mailed version before the hardcopy is mailed. To "op-out" of the hardcopy version for a digital version; E-mail the GSMOL home office at

maryanngsmol@yahoo.com with your name, membership number, home address and e-mail address.

Region 9 Meeting

Meet with GSMOL leaders and other members on January 27, 2011 at Hidden Springs Country Club manufactured home community in Desert Hot Springs. The clubhouse is near the corner of Yerxa Road and San Jacinto Street outside the front gate of Hidden Springs, one block east of Bubbling Wells Road and a few blocks north of Dillon Road. The meeting will be held from 2:00 PM until 4:00 PM and will include question and answer time for attendees. Learn what GSMOL has planned for 2011 and the latest news on Court battles and the new legislative session. Call your Zone D VP, Tim Sheahan, at 760 727-4495 if you have any questions.

HOW DO YOU DEAL WITH DIFFICULT HOA MEETINGS?

Continued from page 9

- Be honest and direct. If someone's behavior is affecting your ability to conduct business say so. Respectfully of course, but there is no need to let bad manners rule the day. Say for example, "I feel unable to accomplish what we need to be doing when you get so defensive or disrupt people during the meeting."

- Don't get drawn into a debate. Be mindful of your choice of words and tone of voice. Use active listening techniques in order to show respect.

- Draw out non-contributing attendees. Make them your champions, by asking their opinion and complimenting them after they've spoken. If time allows ask each attendee to state what they hope to accomplish at the meeting.

- Keep the focus on the agenda. Don't allow the meeting to be derailed by focusing on the small things and losing site of the big picture. One good way to do this is to use an easel sheet as a "parking lot". Write down the issues for discussion later or during open forum and then get back to the agenda items.

Setting the stage for effective meetings – following guidelines, setting ground rules and keeping to agendas can ensure your success. Remember that including the attendees by asking for their support and encouraging participation by example can also be a very important factor in controlling behavior. Since you asked for their concurrence in the ground rules the attendees have ownership and responsibility for a productive meeting too. When you set clear goals, learn to adopt techniques that work, and manage

distractions, you will find your meetings are shorter, more productive, interesting, and attendance will rise. Not only will the work get done but it will happen in ways that offer opportunities to build trust and confidence within your community.

GSMOL's Canada Pharmacy program still offers a cheaper solution for many prescription drugs.

Call 1(800) 891-0844 or

Visit:

www.canadapharmacy.com


to see if you would benefit.

When ordering, mention you are a member of GSMOL.

Did You Replace Your Smoke Detector Batteries In October?

With cold weather hitting much of California, the risk of home fires is increasing. If you have not already done so, test your smoke detectors and replace your batteries, if necessary.

If you need a new detector, contact your local fire department, which might know of local organizations or agencies that will install new smoke detectors at no charge



Christmastime is a reminder of the "other ELF," the GSMOL Enforcement Legal Fund. The GSMOL ELF has been used many times to help members enforce their rights under the Mobile-home Residency Law (MRL). GSMOL members need to renew their ELF membership each year for \$10 to remain qualified for assistance. Call 1 (800) 888-1727 for details.

GSMOL WHO'S WHO

ZONE A

(REGIONS 4, 11 & 14)

REGION 4

COUNTIES: Butte, Glenn, Shasta, Siskiyou, Tehama and Trinity

REGION MANAGER

Anne Rucker
Chico Mobile Country Club
1901 Dayton Rd.
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karucker@sbcglobal.net

ASSOCIATE MANAGER

Gail Lawrence
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REGION 11

COUNTIES: Amador, El Dorado, Lassen, Modoc, Nevada, Placer, Plumas and Sierra

REGION MANAGER

Michelle Smith
Crestview Mobile Park
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melizabeth2@sbcglobal.net

ASSOCIATE MANAGER

Shirley Dajnowski
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REGION 14

COUNTIES: Colusa, Sutter, Sacramento, Yolo and Yuba

REGION MANAGER

ASSOCIATE MANAGERS
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ZONE A-1

(REGIONS 1 and 2)

REGION 1

COUNTIES: Alameda, San Mateo, Contra Costa, Santa Clara and San Francisco

ASSOCIATE MANAGER

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REGION 2

COUNTIES: Del Norte, Humboldt, Lake, Marin, Mendocino, Napa, Solano and Sonoma

REGION MANAGER

Robert Fleak (until Dec. 31)
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Rohnert Park, CA 94928
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ASSISTANT MANAGER

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ZONE B

(REGIONS 12 and 13)

REGION 12

COUNTIES: Fresno, Inyo, Kern, Kings, Madera and Tulare
[Vacant]

REGION 13

COUNTIES: Alpine, Merced, Calaveras, Mariposa, Mono, San Joaquin, Stanislaus and Tuolumne

ASSOCIATE MANAGERS

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Jacque Record
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ZONE B-1

(REGIONS 8 and 10)

REGION 8

COUNTIES: San Luis Obispo, Santa Barbara and Ventura

CO-REGION MANAGER

Marie Pounders (North)
Sea Oaks
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South Santa Barbara Co.

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samuelh56@aol.com

REGION 10

COUNTIES: Monterey, San Benito and Santa Cruz

REGION MANAGER

Richard Halterman
Castle Mobile Estates
1099 38th Ave. #16
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ASSOCIATE MANAGER

Mardi Brick
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ZONE C

(REGIONS 3, 5 and 6)

REGION 3

Los Angeles County

REGION MANAGER

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REGION 5

Orange County
[Vacant]

REGION 6

San Bernardino County
[Vacant]

ZONE D

(REGIONS 7 and 9)

REGION 7

COUNTIES: San Diego and Imperial

REGION MANAGER

Frankie Bruce
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ASSOCIATE MANAGERS

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Pat La Pierre
Otay Lakes Lodge
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REGION 9

Riverside County

ASSISTANT MANAGER

Donna Matthews
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ASSOCIATE MANAGERS

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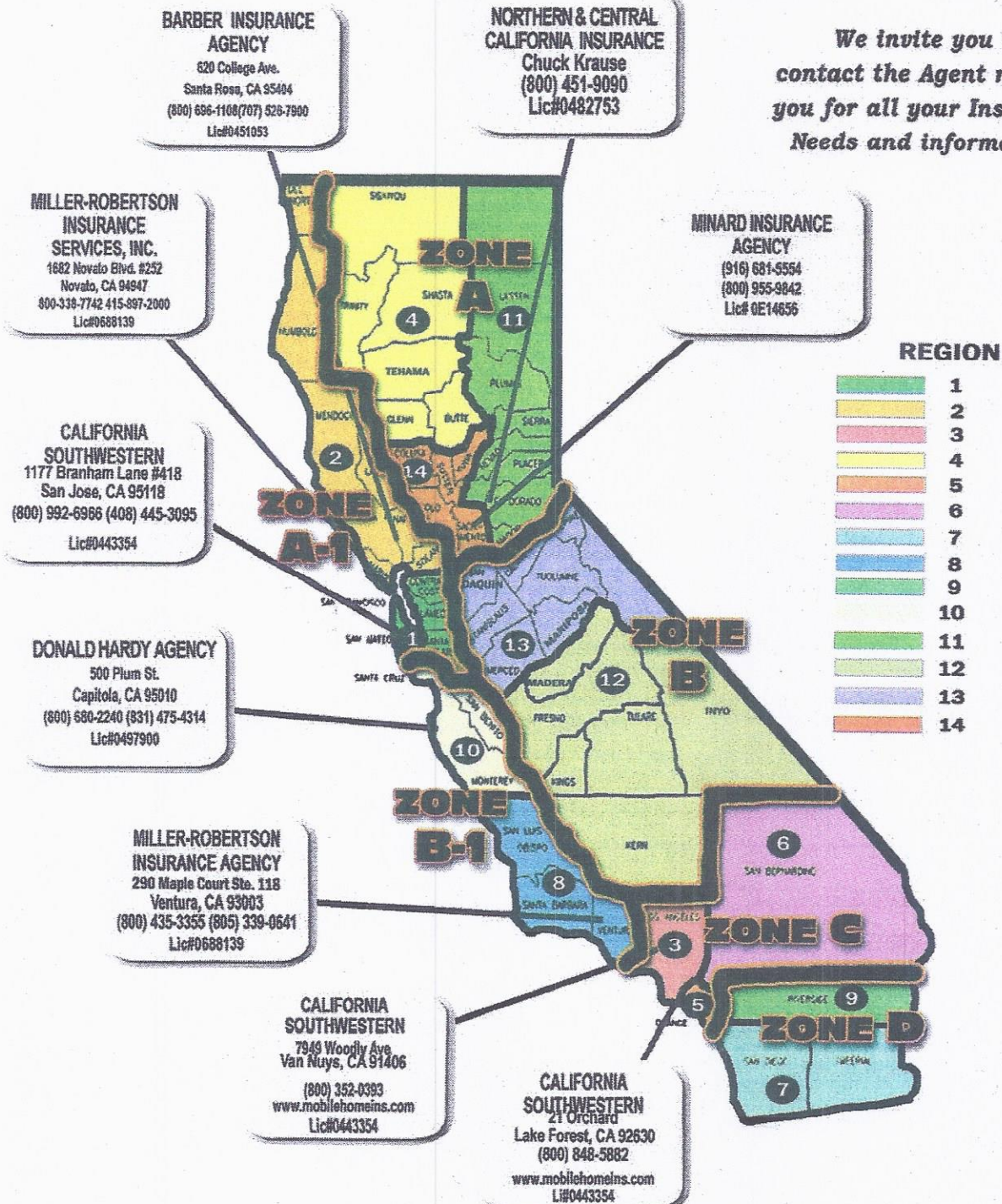
Donna Banks
Arroyo Fairways
PO Box 310
Sun City, CA 92586
Phone: (951) 927-3397
casabubble@aol.com

If you have a problem, start with your GSMOL chapter or homeowner association and then work your way up the chain of leadership from GSMOL Associate managers to Assistant managers to Region managers. For general questions, contact the GSMOL home office at: 1 (800) 888-1727.

With DECADES of experience as MOBILEHOME INSURANCE SPECIALISTS, we are here to ADVISE you of what is AVAILABLE and ASSIST you in obtaining WHAT IS BEST for YOU personally. Contact the nearest agent and see for yourself!

INSURANCE AGENTS EDUCATION NETWORK

We invite you to contact the Agent nearest you for all your Insurance Needs and information!



FIVE FOR FIVE REWARDS PROGRAM

APPLICATION FOR REWARD

(New members only - no renewals)

Mail or fax completed form to the home office, Fax No. (714) 826-2401

Please fill in new members' names, park, space number, and when they joined, below and mail or fax to the home office. After verifying by the home office, a \$5 reward check will be mailed to the individual or chapter named at the bottom of this form. Please send in all new membership applications as soon as you receive them. Do not hold them for this program. This program only requires that you keep track of who they are, and list them on this form.

(More than one person living in the same home and paying one membership dues count as one member for this program.)

PLEASE PRINT LEGIBLY

NEW MEMBERS' NAMES

PARK NAME

SPACE NO. MONTH AND YEAR JOINED

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Please send \$5 reward check to:

name

address

(Note: If the reward is going to a chapter's treasury and the chapter does not have a bank account, the check should be made out to and mailed to a chapter officer. The officer can then cash the check and put the money into the chapter treasury.)

use this Application to give a "Gift of Membership" to a non-member!

MEMBERSHIP APPLICATION

GOLDEN STATE MANUFACTURED-HOME OWNERS LEAGUE, INC. 800/888-1727 714/826-4071



- ☐ ONE-YEAR GSMOL MEMBERSHIP for \$25
- ☐ THREE-YEAR GSMOL MEMBERSHIP for \$70
- ☐ ONE-YEAR ASSOCIATE MEMBERSHIP for \$50
(Associate members do not own manufactured homes. They do not have voting rights and cannot hold office in GSMOL.)

Comments (For Office Use):

First Name	Initial	Last Name
Spouse/ Second Occupant		
Park Name	Park Owner	MGMT. Co.
Street Address	Space Number	
City	State	Zip Code
Daytime Phone Number	Alternate Phone Number	
Email Address		
Signature	Membership Recruiter (if applicable)	

- ☐ New Member
- ☐ Renewing Member

GSMOL Chapter # _____

Check # _____ / CASH

You can also contribute to any of the following GSMOL dedicated funds:

DEFENSE IN THE COURTS \$ _____
DEFENSE AT THE CAPITOL \$ _____
Disaster Relief Fund \$ _____
Enforcement Legal Fund (ELF) \$ **10**

DETACH AND KEEP FOR YOUR RECORDS Thank you!
Check # _____ Amount _____ Date _____



FILL-OUT AND RETURN THIS FORM ALONG WITH YOUR CHECK TO: GSMOL, 11021 MAGNOLIA ST., GARDEN GROVE, CA 92841