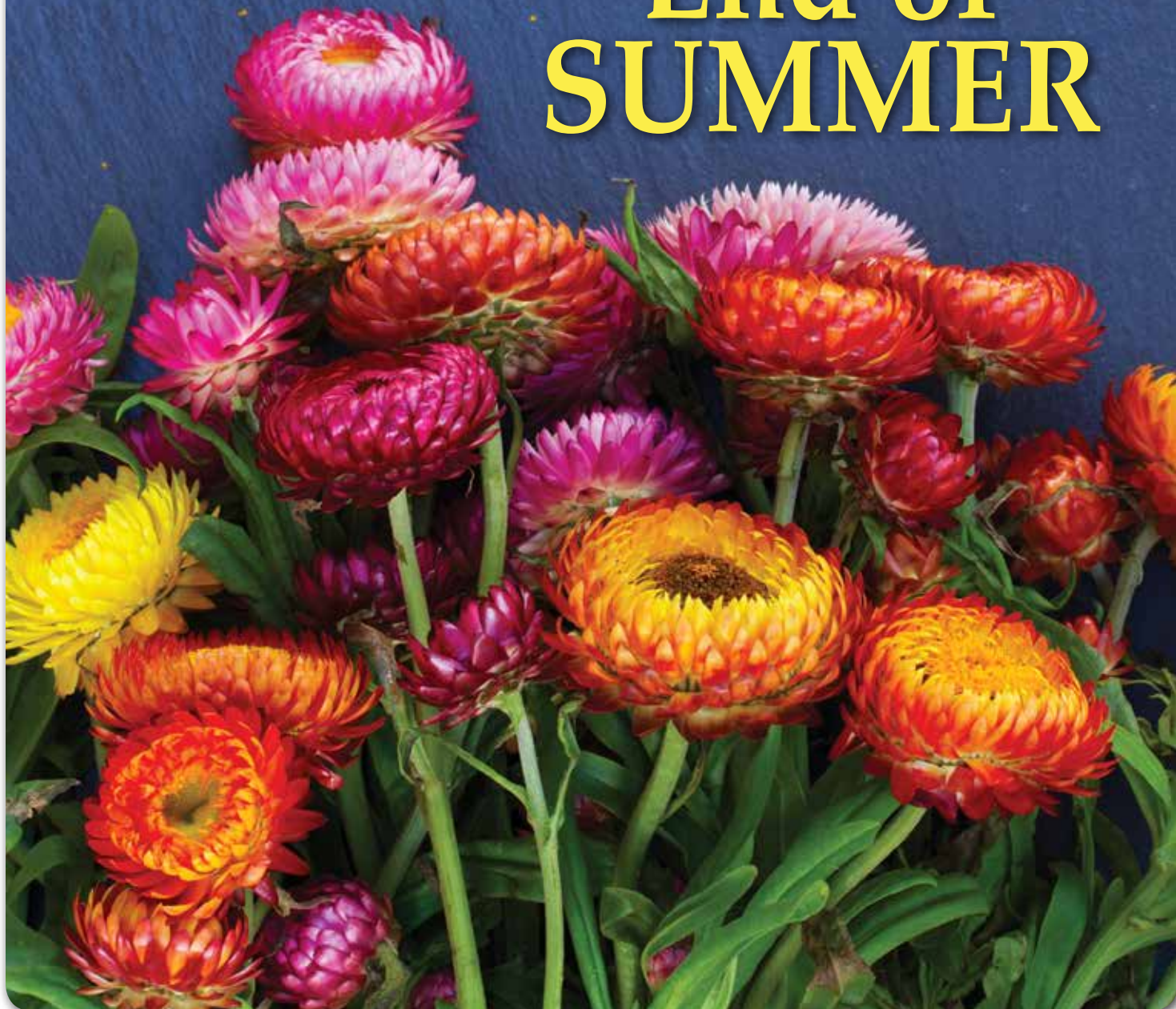


# THE CALIFORNIAN

GOLDEN STATE MANUFACTURED-HOME  
OWNERS LEAGUE

Volume 52 • Issue 3  
July/August/September 2017

## End of SUMMER



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What are those extra numbers on the address label?

(MEMBERSHIP #)

(EXPIRATION DATE M/Y)

Periodical Dated Material

155111 1011 CAR-RT-LOT\*\*R-003

JOHN DOE  
1 CAPTIVE LANE SPC 5  
SOMEWHERE, CA 99999



**THE CALIFORNIAN**  
GOLDEN STATE MANUFACTURED-HOME  
OWNERS LEAGUE

(USPS 898-320)

*Official quarterly publication of the Golden State  
Manufactured-Home Owners League, Inc.*

GSMOL enhances the quality of life for all manufactured-home owners and for residents of mobilehome park communities throughout California. We champion the property rights of homeowners and deliver value through advocacy, information and service. GSMOL lobbies for just and fair protection under the law for manufactured-home owners so they may experience the quiet, peaceful enjoyment of their community. GSMOL, Inc. reserves the right to exercise such discretion as it may deem appropriate in the selection of advertising material to be published in *THE CALIFORNIAN*. Advertising published in *THE CALIFORNIAN* does not constitute endorsement by GSMOL, Inc. of the products or services offered. *THE CALIFORNIAN* welcomes articles relating to mobilehome lifestyles, but they are subject to editing based on space availability, style, good taste and importance and at the discretion of the Editor. Content in this publication may not be reprinted or used in any way without the written consent of GSMOL, Inc.

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Periodical Postage Paid at Cypress, CA and at  
additional mailing offices.

GSMOL Annual Dues: \$25 yearly, includes  
subscription to *THE CALIFORNIAN*

POSTMASTER: Send address changes to:

*THE CALIFORNIAN*  
14802 Beach Boulevard  
La Mirada, CA 90638

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**See map on  
page 15  
for Zone  
boundaries**



# Focus on the Future

It is with a heavy heart that I have to let you know of the passing of our beautiful Katie. For those of you who have ever had the experience of calling the GSMOL office and have talked with Katie Coleman on the phone, you got to share a moment or two with a person who really loved our members. She grew up in GSMOL and began her employment with us many years ago when we needed to add a computer-literate bookkeeper to our staff. She stayed with us through thick and thin, getting far below the pay scale in Orange County because of her devotion to our organization and the members we serve.

Our heartfelt sympathy goes out to her family: Her son, Owen, her mother, Mary Ann, her six siblings and her many friends. Many of those friendships developed through her association with GSMOL. Most of you know Mary Ann as she has been employed by GSMOL for over twenty years. We ask that you keep Owen, Mary Ann and her family in your thoughts and prayers.

I am having to write this weeks before you are reading it; this tragedy happened only two days ago (September 16th) and is very difficult for me to write. We are reeling from the shock of losing this beautiful young lady who always had a smile on her face. We don't have many particulars yet on the cause of her death or the arrangements that will be made for her burial. You will have all these details before you read this. We have not had time to grasp the reality of it all. I only know that we will forever remember her in our hearts with the same devotion that she held us in her heart while she was with us. Katie had been ill

for a long, long time. She chose to work instead of taking disability so she could heal. She always had faith that someday soon she would be well. Some days she suffered, many days she rejoiced because she felt better; but no matter what type of day she was having, she always tried her best to do the best job she could do. We have all lost a friend. The world has lost one of the good people; one who I am very proud to say was my friend.

Katie would not have wanted us to overlook the victories that we have had this legislative year. This year she was so excited by the accomplishments of our Legislative Action Team and admired the guidance our lobbyist, Esperanza Ross who has given strength to their work and that of our Park Legislative Contacts throughout the state. She came to the office every Saturday so she could join the Legislative Contact calls, referring to everyone who joined these calls as "my heroes" and would jokingly say "I want to be just like her when I grow up" referring to Ms. Ross. If she were the one writing this today she would be telling you to keep up the good work.

I am sorry I can't continue. I trust the articles that appear in this issue are as informative and interesting as always. I know there is more I should be commenting on but I know that our Editor and the Editorial Committee has done a great job of giving you yet another great publication.

I dedicate this magazine to our Katie.  
May you rest in peace. ■

**We have a tribute page dedicated to  
Katie on our website**

**Visit**

[www.gsmol.org/in-memoriam-katie-coleman](http://www.gsmol.org/in-memoriam-katie-coleman)



## AB 1269 IS ON THE GOVERNOR'S DESK!

The GSMOL Legislative Action Team (LAT) Committee would like to thank our Author and Champion Assemblyman Mark Stone and our Senate Floor Champion Senator Hannah-Beth Jackson, and also the thousands and thousands across the state who have actively worked in support of AB 1269!

AB 1269, the Mobilehome Residents and Senior Protection Act, will provide an enforcement process for violations of the Mobilehome Residency Law (MRL).

More than 4,600 letters and signatures in support of AB 1269 from mobilehome park residents in 109 cities have been sent to Sacramento thus far!

To find out how YOU can help support AB 1269, ask the Legislative Contact in your park or your nearest GSMOL zone or regional Leader (see "Who's Who" in this magazine).

## OTHER BILLS THAT GSMOL SUPPORTED OR OPPOSED THIS YEAR:

### ON GOVERNOR'S DESK

AB 1269 (Mark Stone – D) - GSMOL Supports

AB 291 (David Chiu - D) - GSMOL Supports

SB 35 (Scott Wiener - D) - GSMOL In Review

SB 136 (Connie Leyva – D) - GSMOL Supports

SB 147 (Bill Dodd – D) - GSMOL Supports

SB 329 (Connie Leyva - D) - GSMOL Supports

SB 542 (Connie Leyva – D) - GSMOL Supports

### SIGNED INTO LAW BY GOVERNOR

AB 294 (Mike Gipson – D) - GSMOL Supports

SB 407 (Bob Wieckowski - D) - GSMOL Supports



## NO LONGER MOVING FOR THE YEAR

SB 46 (Connie Leyva – D) - GSMOL In Review  
- Senator was planning to make substantive changes. GSMOL waiting to review these changes before taking a position.

SB 429 (Jeff Stone – R) - GSMOL's concerns were not addressed.

AB 1574 (Chad Mayes – R) - WMA-sponsored

SB 722 (John Moorlach – R) - WMA-sponsored

SB 470 (Jeff Stone – R) - WMA-sponsored ■

*“It's on the  
Governor's  
Desk...”*



## THANK YOU!

to our Author and Champion Assemblyman Mark Stone and our Senate Floor Champion Senator Hannah-Beth Jackson!

# GSMOL 2018 Election And Bylaws Timeline

**September, 2017**- Third issue of *The Californian* of 2017 published. Contains second print of this timeline and an article about how candidates submit their information and by what date, and request for Bylaws amendments.

**October 5, 2017**- Deadline for Members to submit suggested Bylaws changes to the Bylaws Committee Chair, Ray Downing. (Proposed Bylaws amendments must be submitted to the Board at least 60 days in advance of the Board meeting where recommendation vote is to be taken, which will be December 5, 2017. **(Sec. 10.01)**)

**October 5-November 17, 2017**- Bylaws Committee meets to review and provide written recommendations to the Board regarding: Proposed Bylaws changes and contacts for submitting to members for clarification, if needed.

**November 17, 2017**- Bylaws Committee gives written report on Recommendation to Board for consideration prior to the December 5, 2017 meeting.

**December 5, 2017**- Board Meeting where proposed Bylaws are voted upon to recommend or not recommend to Membership. Corporate Counsel prepares summary and delivers for publication ASAP.

**December 8, 2017**- Deadline for submission of Candidacy Declarations, Nominating Petitions, and Statements (Declarations of Candidacy and Nominating Petitions must be submitted at least 60 days prior to election date. **(Sec. 3.03)**)

**December 31, 2017 (approx.)** - Record Date of Membership cutoff for Members in Good Standing who are eligible to vote (A record date must be established to determine members in good standing who are eligible to vote, which is not more than 90 days before election date. **(Sec. 2.17)** The date needs to be set early enough to determine who receives *The Californian* issue with ballots. List electronically submitted for publication.

**January 8, 2018** - Publication of 4th Quarter issue of *The Californian* (delayed) which includes ballots, proposed Bylaws' amendments, and all election information. Publication of ballot/ election information and notice must occur in *The Californian* at least 30 days in advance of the date of vote **(Sec. 2.13)**. Publication of proposed Bylaws amendments, once reviewed and recommended or not recommended by the Board, must occur 60 days prior to Election Date. **(Sec. 10.02 (b))**. This issue will also include advance Convention site and registration information with general outline of topics, etc.

**March 5, 2018** - First Quarter issue of *The Californian* of 2018 - The Convention Issue containing detailed itinerary of the Convention agenda and specifics.

**March 16, 2018** - Date of Election; all ballots must be received (or postmarked).

**April 13-14, 2018** - Convention of Members (Southern California). It must be held no later than 30 days after the Election Date. **(Sec. 2.14)** ■

By Ray Downing,  
Chair of the Bylaws  
Committee

## Final Bylaws Changes Reminder

**The deadline for receipt of proposed  
League Bylaws changes is October 5, 2017.**

If you want to suggest a change to a bylaw, or add a new one, you should send an e-mail message to Ray Downing, Chairman of GSMOL's Bylaws Committee, at raydowning957@gmail.com with the words "proposed bylaw change" in the subject line. In the body of your message you should identify the number of the current bylaw, or state that you are suggesting a new bylaw and what ARTICLE you suggest it appear in. If you don't have internet access, ask a friend who does have it to do this for you.

You must identify which words of the current bylaw you want to delete and which words you want to add. This is of critical importance so readers can understand what you want.

Make sure your e-mail message gives your name, phone number, your park's name, and your space number. This will allow the Bylaws Committee to verify that you are a member in good standing.

Refer to the **GSMOL 2018 ELECTION AND BYLAWS TIMELINE** for details on the Bylaws review procedure.

The current GSMOL League Bylaws are posted on the GSMOL website. To view them, visit [www.gsmol.org](http://www.gsmol.org) and on the home page, click on the "ABOUT" tab. Then, on the drop-down menu, click on "Important Documents." ■

# Making And Responding To Residents

[This is another in a series of articles published jointly by WMA and GSMOL to promote best practices in the Industry. Past articles have dealt with Tree and Driveway Maintenance; Clubhouse Use; Vehicle Issues; and a Discussion of Who is Entitled to Live in a Manufactured Home Community. This article addresses how to make and respond to a complaint and is intended to be a guide to residents and community managers alike. As usual, Bruce Stanton and Bill Schweinfurth wrote the article. Each has over 30 years of experience in the business from both a legal and management point-of-view. Tom Carpenter, Regional Vice President for Sun Communities, and Dick Bessire, President of Bessire & Casenhiser, also contributed to this article.]

## Use of the Complaint Form:

Now let's review the Resident Suggestion/Complaint Form (shown on Page 7 of the attached document) which is fairly self-explanatory. Note that the top part of the form is for the resident to use and fill out to document the suggestion/ complaint. Key information about the nature of the suggestion/complaint; the date, time and location, and the existence of any witnesses should be provided. The resident is also asked to write a full description of the incident or problem and to suggest how the resident thinks management should respond. The resident should present completed form to the community manager and should always keep a copy for their records.<sup>1</sup>

<sup>1</sup> Note that the form can be printed on NCR paper to make it easy to just "tear off" a copy to provide to the resident as a receipt.

The bottom part of the form allows community managers to document how the suggestion/complaint was investigated and the result (resolution) of that investigation. Community managers should endeavor to respond to the complaining resident within the time frames discussed above and provide the resident with a copy of the completed form. Of course, the community manager should also keep a copy. The goal is for the resident to fully document the issue and for the community manager to fully investigate and then promptly respond.

## Practical Guidance:

We have also been asked to provide some practical guidance on what community managers and residents should and should not do in the issues resolution process. As attorneys, we were fortunate (yes, some would say cursed) to receive training that left us with an obsession to "document, document, document" and a mindset to approach each issue with a "detail-oriented" process of inquiry. One semester in law school is devoted entirely to the subject of "Evidence" and another to proper

"Procedure." Lawyers are taught to approach issues with a dispassionate mindset so that emotions will not confuse our brains as we fashion the "right answer" to each problem.

As you approach resolution of any issue or complaint it is wise to remember that problems and complaints will inevitably occur and are simply a fact of life in manufactured home communities as well as in all other neighborhoods. Nothing and no one is perfect. Try to keep emotions out of it. And, try as hard as you can not to blame the other side. (It really isn't the community manager's fault that the street light decided to burn out last night. Nor is it the resident's fault that a common area facility is in disrepair.)

Also try to remember some evidentiary rules. Fresh evidence is usually better than old evidence. Written evidence is usually better than oral evidence. A picture often is worth a thousand words, so take photographs whenever possible. Details are important. He said/she said cases are often impossible to decide. The other side always gets a chance to respond. Where there is smoke, there often may be fire, but not always. If something keeps happening, it is more likely that it did happen at least once. If it's not worth taking the time to make a complaint, then it's probably not worth management's time either. And, if one side won't agree to back it up, the other side probably can't either.

With these principles in mind, here are some do's and don'ts:

## For Community Managers:

1. Customer Service is Very Important: Remember the residents are your customers and their concerns deserve your attention and action.
2. Respect Your Residents: Always respond with respect to your customers.
3. Provide the Courtesy of a Prompt Response: Always provide a prompt answer to suggestions or complaints. You don't want residents wondering whether you ever did anything about their concerns.
4. Don't Take It Personally: Don't take a complaint as a personal attack. Don't ever respond with anger.
5. Don't play favorites: Treat everyone and every complaint exactly the same.
6. Investigate and Document: Investigate each complaint carefully and thoroughly and document the results of



# Complaints Part II

By Bruce Stanton

your investigation. Keep the documentation on file for a reasonable period of time in case it is needed in the future.

7. **Evaluate Evidence Carefully:** Give appropriate weight to different types of evidence, consider the context and all of the details. Direct evidence is more valuable than hearsay or rumors, and written or photographic evidence more valuable than oral statements.

## For Residents:

1. **Don't Exaggerate:** Exaggeration undercuts the complaining resident's credibility and may cause management to believe that the entire complaint is untrue or trumped up.
2. **Don't Delay Making a Complaint:** If you see the dumpster overflowing with trash, don't take a picture and then give it to management two weeks later when it is too late to correct. Make the complaint right away without delay.
3. **Don't go over a Community Manager's Head** without giving him/her a chance: Always give the community manager a chance to resolve a problem or respond to a complaint. That is his/her job. If they won't respond, or have a history of not responding to prior complaints, then contact the park owner/management company.
4. **Should Have First-Hand Knowledge of the Facts:** One must observe the situation him or herself in order to make a credible complaint. In most cases, management can't rely on hearsay such as: "Bob told me that he saw Jenny let her dog poop on Barbara's yard."
5. **Put the Complaint in Writing:** If the matter can't be resolved informally, then it is important for management to receive a written complaint. This locks in the facts, establishes a "record" and requires the resident to carefully provide details which will assist management in investigating the complaint. If you won't take a couple of minutes to put it in writing, is it really all that important?
6. **Work it out with Neighbors before Complaining to Management:** If it is a neighbor vs. neighbor problem, unless violence could result, neighbors should try to work out the situation before asking management to be the referee. That would be expected in any other neighborhood setting.
7. **Be Classy and Respectful:** Handle all complaints in a respectful, business-like manner. Yelling, screaming, uttering profanities or making threats will end the conversation.

## Industry Experience with Resolution Process:

Sun Communities Vice President Tom Carpenter says that "rather than look at a complaint as a negative matter or a nuisance, we should consider a complaint as a gift. We can't be aware of all that happens in a community all the time, so complaints can help fill in the gaps and they can help us improve the community in terms of fixing what is wrong or addressing problems affecting our customers." Tom states that "management wants to know if there is an issue so that we can investigate and remedy the situation if possible."

Bill Schweinfurth remembers a community manager whose saying was: "A complaint is a great opportunity." This community manager meant that a complaint gives management the chance to solve a situation so that a resident will be more satisfied or the community improved. Doing a good job resolving a complaint also raises the reputation and credibility of the community manager with residents.

Dick Bessire noted that: "Once we started using the form it became apparent that the process stopped a lot of the trivial type of complaints because once it had to be put in writing a lot of things were resolved by verbal communication. It was also great having GSMOL representatives tell homeowners that "if you are not willing to put it in writing it must not be as big of a problem as was first thought." We also found out that 99% of the complaints were resident vs. resident."

## Conclusion:

We believe that to have a truly successful manufactured home community business, there must be good, respectful and responsive customer service. Management should endeavor to provide a nice and safe environment, and to have a community full of satisfied customers. When there is a complaint, management should respond promptly, fairly and in a courteous manner. Residents should also limit their complaints and suggestions to real issues that they are incapable of solving on their own.

We hope this article and the issues resolution process and form we have described will lead to satisfactory resolution of issues within manufactured home communities throughout California. ■



## Resident Suggestion/Complaint Form

This Community's goal is to provide a harmonious living environment for all residents. If a problem develops, however, we ask that your suggestions/complaints be submitted to us in writing as soon as possible after the problem develops. If this is a very serious matter, management will attempt to respond to you within 24 hours; otherwise, if possible, you should expect to receive a response within 5 working days. Please **Print Clearly** when completing this Form and please **keep a copy** of the completed Form. Check whether this matter involves:

☐ Community Facilities ☐ Community Manager or ☐ Resident (see below)

If a Resident, please provide Resident's Name \_\_\_\_\_ Homesite # \_\_\_\_\_

Please be as detailed as possible about your description of the incident or problem:

<i>Date</i>	<i>Approximate Time</i>	<i>Location</i>
-------------	-------------------------	-----------------

Names and Homesite Numbers of All Known Witnesses:

<i>Witness #1 Name</i>	<i>Telephone</i>	<i>Address</i>
<i>Witness #2 Name</i>	<i>Telephone</i>	<i>Address</i>

Your description of the incident or problem: \_\_\_\_\_

\_\_\_\_\_

How do you suggest that we respond to the incident or solve the problem?

\_\_\_\_\_

**The steps we must take to attempt to resolve this matter may necessarily require that this form be divulged to the other parties. For example, where repeated complaints of rule violations lead to an eviction action against a resident, it may be necessary to submit this form to a court of law during the eviction proceedings. Accordingly, we cannot guarantee complete confidentiality.**

\_\_\_\_\_  
*Your Printed Name*                      *Your Signature*                      *Date*                      *Homesite #*

### Management's Response

☐ Management acknowledges receipt of the Suggestion/Complaint on this date: \_\_\_\_\_  
☐ Manager's printed name: \_\_\_\_\_ Signature: \_\_\_\_\_  
☐ Talk/Write to Resident Submitting Form on this date: \_\_\_\_\_ ☐ Talk to Witness(es)  
☐ Talk to Offender ☐ Write to Offender ☐ Issue Rule Violation Notice ☐ Take Other Action  
☐ Fix/Repair Facility (describe): \_\_\_\_\_

☐ Reported back to Complaining Resident on (date): \_\_\_\_\_ by: ☐ phone ☐ letter ☐ in person  
☐ Referred matter to ☐ None ☐ Legal ☐ Government agency ☐ Back to Complaining Resident for info  
☐ Other Action by Management: \_\_\_\_\_

### How was this Matter Resolved?

☐ Matter was resolved. ☐ Management closed its file on the Matter.  
☐ Unable to resolve this Matter because: ☐ Lack of sufficient evidence ☐ No rule violation involved  
☐ Law enforcement matter ☐ Not a Community issue  
☐ Other reason: \_\_\_\_\_

The Community Owner's Name is: \_\_\_\_\_

The Community Owner's Address is: \_\_\_\_\_

**The Community Manager is encouraged to return a completed copy of this Form to the complaining Resident.**



# Zone Reports

## ZONE A-1

By Karilee Shames  
Zone A-1 Vice President

Zone A-1 members have been busily traveling to Sacramento to testify for our legislative bills. GSMOL President Jean Crowder testified several times, as did Zone member Hilary Mosher.

Special appreciation goes to Sharon Lieberman and Valerie Collins from Brookwood MH park, Debra Boivin of Lake County, JoAnn Duncan of Pleasanton, Patti Rose of Humboldt, and others who stood in support of AB1269. A "shout-out" also goes to the California Association of Retired Americans (CARA) for supporting our seniors!

**Sunnyvale** folks are working very hard, seeking to pull members together into a superchapter and fight for better protections there. Join them!

**Antioch** members are working furiously with their city to create a senior overlay to protect their senior parks. As stated in Vista Diablo's September newsletter: **"Senior Overlay Zone Success!"**

*At its August 8 meeting, Antioch City Council unanimously passed an urgency moratorium preventing any conversion of senior mobile home parks to all ages. Vista Diablo residents were out in full force and spoke forcefully and passionately about the need for the city's protection. The moratorium is only for 45 days. The Mayor directed the city attorney to prepare the council to extend it to a full 2 years at the next meeting September 12.*

**Humboldt/Arcata** folks are working to get their rent stabilization ordinances in place, in both County and City.

**Willits** (Mendocino County) residents are now holding meetings to organize against unjust new management actions that threaten their ability to live comfortably in their homes.

**San Jose** residents, led by tireless Manager Martha O'Connell, are working to counter park owners' efforts to circumvent our state Mobilehome Residency Law (MRL) with their "Opt-in" plan.

At our recent **GSMOL Zone Luncheon**, our Sonoma County Development Commission met with us to review our county rent control ordinance and elicit our requests and support. Our next luncheon will feature two County supervisors who are sure to get an earful. Stay tuned.

## SPECIAL NOTICE TO ALL ZONE A-1 MEMBERS:

Our GSMOL Convention will be mid-April 2018, in southern California. At that time, half of our leaders will cycle out, myself included. Then they must choose to run again, or mentor in a new leader. In *The Californian*, you will receive information about our upcoming elections. Nominations will happen soon.

I personally subscribe to the way of the geese - rotating leadership roles (especially as a volunteer). It's not easy at the front of the formation; so when tired, the current leader cycles out and a new one takes the lead. I was installed to complete the term of my predecessor. **My term ends April 2018.** Presently it is not my intent to run. I would consider staying on as a Region 2 Manager, where I live.

Please pay attention - and if you feel inspired to run, and **work with a fabulous team already in place, RUN!**

Read up, volunteer, step forward, if you have leadership skills. This is a very rich and rewarding position, and takes time. I have fully enjoyed revitalizing our zone, bringing it to life. I have used every skill I've learned, and learned new skills. I also feel I've done my share. Now it's someone else's turn. Zone A-1 is in good shape. Do your part to keep it going. I'm happy to mentor you so our zone can remain fully active. That would be a win-win for all, which is also my philosophy.

To better understand the role of Vice President, review it at **[www.gsmol.org](http://www.gsmol.org)**

Note: Should others not step up as Zone A-1 Vice President, I might consider staying on - **BUT ONLY IF:**

- A) We find two strong Region Managers for Regions 1 and 2**, especially Region 1 - south-San Jose, Antioch, Sunnyvale etc. It is too hard on this 70-year old body to speak at night meetings held 3 hours or more away from home! Also, I am not used to traffic there.
- B) We secure an Associate Manager to help with member contacts.**

Should you feel inspired to run for Zone A-1 Vice President, Region Manager, or Associate Manager, please let me know ASAP. I will be happy to answer your questions. Step up and take your turn at leadership now. I love to mentor.

See *Zone Reports* on page 10 ➤

# Zone Reports

Many positive changes have occurred over the past two years; our Zone went from being on life support to being very active.

**Plan to attend the GSMOL Convention.** Hear directly from heroes. For the first time ever, rather than having delegates vote, every single GSMOL member will vote to shape our future. Vote when the ballot comes to you.

## ZONE B-1 REPORT

*By Anne Anderson  
Region 8 Manager*

Folks are gathering in **San Luis Obispo County!** GSMOL and HOA leaders have been working with Region 8 Manager Anne Anderson to build connectivity among the Chapters, HOAs, and residents of the many parks in the County, in order to promote AB 1269, GSMOL, and the San Luis Obispo [County] Mobilehome Residents Assistance Panel (SLOMAP), our allied coalition for SLO County residents. We are building SLOMAP's email network (contact Anne to join – a.bushnell.anderson@gmail.com) and setting up multi-park meetings.

**One of the first implementations in our region of HCD's\* Fee and Tax Waiver Program for titling and registration** took place at **Paso Robles Mobile Village** in July. It was a serendipity story, beginning with a resident who made contact with GSMOL regarding multiple issues in her park. Among other things, an HCD inspection had revealed several residents, including her, who could not show title to their homes. So Anne contacted Bruce Stanton, who put the resident in touch with the appropriate agent at HCD. The HCD agents then came out and canvassed not only this park but two others on the same street. Thanks to the diligence of this one resident, who also assisted her neighbors to respond to the violations, a number of people were able to get their registrations corrected. **Information and application forms for the Fee and Tax Waiver Program can be found at <http://www.hcd.ca.gov/manufactured-mobile-home/registration-titling/587.shtml>.**

**Santa Barbara County** leaders from GSMOL and our allied coalitions South (Santa Barbara) County Alliance of Manufactured-home Park Residents (SCAMPR) and North Santa Barbara [County] Manufactured Home Team (NSBMHT) met with **Senator Hannah-Beth Jackson** in June to discuss AB 1269, and **Senator Jackson held an AB 1269 Forum** on September 2 at Rancho Santa Barbara

which was attended by residents of seven different parks. Anne would like to apologize for not making it clear in our last issue that San Vicente MHP is NOT the park that is for sale. They have recently undergone a transfer of ownership. In Ventura County a major victory took place on August 24 when **residents of Ojai Valley Estates successfully contested a Discretionary Rent Increase of \$588.83 per month before the Ventura County Rent Review Board (RRB). The RRB denied ALL claims of the park owner!** The County's expert witness was **Dr. Kenneth Baar**, a renowned expert on Fair Return on Investment, and the County staff had backed the residents in an earlier recommendation to the RRB. **Bruce Stanton** represented the residents with Deane Sargent as expert witness. According to Bruce, the park owner's attorney did not show that the park's expenses necessitated the proposed increase. The residents' efforts were supported by the HOAs at Ojai Valley Estates and Golden Oaks, the Mobile Home Owners Coalition (MOHOC), an allied coalition based in Ojai, Zone B-1 Vice President Craig Hull, and many residents who contributed to the legal fund.

*\*California Department of Housing and  
Community Development*

## ZONE C REPORT

*By Mary Jo Baretich  
Region 5 Manager*

In Zone C we have had a tremendous support for AB 1269 through hundreds of letters and phone calls to Senators and Assembly Members.

On July 24, 2017, the Huntington Beach Mobile Home Advisory Board Chairman Tim Geddes awarded Mary Jo Baretich a Certificate of Recognition for her 8 years of service on the Board. She will continue to attend the meetings and submit comments on pertinent items affecting the mobilehome community which is home to 18 mobile home parks.

On August 31, 2017, the City of La Verne Mayor, a City Council Member, the City Manager, and the City Personnel Officer - Mobilehome Park Liaison, held a State of the City meeting at the Casitas La Verne Mobile Estates. These city leaders showed impressive support for the preservation of all the mobile home parks in the city.



*Tim Geddes and  
Mary Jo Baretich*

We welcome the GSMOL members of Casitas La Verne Mobile Estates, who reactivated their Chapter that night following the State of the City meeting. This is a very dynamic group of people. The homeowners in Casitas are most concerned about a closure threat given by the leaseholder of the park.

Because this threat may be emulated by other park owners in the city, the Casitas La Verne HOA/GSMOL Chapter Officers are working to organize all the mobile home parks in the city. Two of their goals are the passage of two ordinances by the City Council - a Mobilehome Park Closure Ordinance and a Senior Mobilehome Park Overlay District Ordinance. Five of the eight parks in the city are senior parks.

The mobilehome homeowners of the City of Yucaipa received a notice of the Biennial Review of the Administrative Rules and the Rent Stabilization Ordinance scheduled for September 15th to discuss the city staff's recommendations of changing the percentage of increase from 80% of CPI to 100% of CPI, and possibly adding a type of Vacancy Decontrol. GSMOL member and President of the Yucaipa Mobilehome Resident Association (YMRA) is the main spokesperson for the homeowners.

## ZONE D REPORT

*Tim Sheahan  
Zone D Vice President*

I want to thank all GSMOL members in Zone D who took the time to call or write legislators to urge support of AB 1269. I especially want to thank those from mobilehome (MH) communities who don't have many problems and, therefore, don't anticipate filing complaints for violations of the Mobilehome Residency Law (MRL) yet have been active in promoting the bill and are willing to pay the \$5 yearly fee. Their effort promoting AB 1269 has been a great sign of solidarity in support of those who do face

MRL violations in their communities on a regular basis and who stand to benefit the most by passage of AB 1269 (at the time of writing this article, we still don't know the outcome of AB 1269). I think many of those in well operated communities today also realize that no matter how good things are today, it can all change overnight if their community owner were to sell to a bad operator.

I also want to thank those who reported actual cases of MRL violations in their communities which recently have included such things as: requiring existing homeowners to sign leases on the spot (without offering the required 30-day review period—MRL 798.17 (b)); changing park rules without proper notice (not following required MRL protocol—MRL 798.25); and threatening eviction of a homeowner for going door-to-door to circulate information to homeowners (violating homeowner rights to freely communicate—MRL 798.50, 798.51). Please remind fellow homeowners in your community that sponsoring legislation to better protect the lifestyle and rights of MH owners is just one way that GSMOL serves its membership, but for that reason alone, \$25 per year for membership is inexpensive "insurance" to continue having a recognized voice of MH owners acting on our behalf at the State Capitol!

Now that the Fall season is upon us, many home owners associations (HOAs) and GSMOL chapters have resumed their regular schedules after a summer break. If you would like a GSMOL region leader or me to come and speak at your community (park) in either Region Seven or Region Nine, please let us know. It continues to be a goal of mine to have all MH communities within the same jurisdiction, especially when a Rent Stabilization Ordinance (RSO) is in effect, network together as either a GSMOL "superchapter" or a citywide MH owner advocacy coalition. Just as it's important to have GSMOL as the recognized voice for MH owners at the state level, the same applies at the local level in dealing with city or county officials. In Region Seven, we've seen how local coalitions in Oceanside, San Marcos, Escondido, Santee and Chula Vista have effectively advocated on behalf of MH owners. This is also true in other parts of the state, particularly the coastal areas where there have been so many challenges to local RSOs.

We are planning to hold regional meetings in both Region Seven and Region Nine this fall and will send email notices to members with Internet access as details of the meetings are decided. ■





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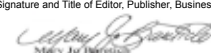
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1. Publication Title <b>CALIFORNIAN</b>		2. Publication Number 8 9 8 - 3 2 0		3. Filing Date SEPTEMBER 12, 2017	
4. Issue Frequency <b>QUARTERLY</b>		5. Number of Issues Published Annually 4		6. Annual Subscription Price 5.00	
7. Complete Mailing Address of Known Office of Publication (Not printer) (Street, city, county, state, and ZIP+4®) 14802 Beach Boulevard La Mirada, CA 90638				Contact Person Katie Coleman Telephone (include area code) (714) 994-9528	
8. Complete Mailing Address of Headquarters or General Business Office of Publisher (Not printer) 14802 Beach Boulevard La Mirada, CA 90638					
9. Full Names and Complete Mailing Addresses of Publisher, Editor, and Managing Editor (Do not leave blank) Publisher (Name and complete mailing address) Mary Jo Baretich 14802 Beach Boulevard La Mirada, CA 90638 Editor (Name and complete mailing address) (SAME AS ABOVE) Managing Editor (Name and complete mailing address) (SAME AS ABOVE)					
10. Owner (Do not leave blank. If the publication is owned by a corporation, give the name and address of the corporation immediately followed by the names and addresses of all stockholders owning or holding 1 percent or more of the total amount of stock. If not owned by a corporation, give the names and addresses of the individual owners. If owned by a partnership or other unincorporated firm, give its name and address as well as those of each individual owner. If the publication is published by a nonprofit organization, give its name and address.) Full Name Complete Mailing Address GOLDEN STATE MANUFACTURED-HOME OWNERS LEAGUE, INC. 14802 Beach Boulevard La Mirada, CA 90638					
11. Known Bondholders, Mortgagees, and Other Security Holders Owning or Holding 1 Percent or More of Total Amount of Bonds, Mortgages, or Other Securities. If none, check box <input checked="" type="checkbox"/> None Full Name Complete Mailing Address					
12. Tax Status (For completion by nonprofit organizations authorized to mail at nonprofit rates) (Check one) The purpose, function, and nonprofit status of this organization and the exempt status for federal income tax purposes: <input checked="" type="checkbox"/> Has Not Changed During Preceding 12 Months <input type="checkbox"/> Has Changed During Preceding 12 Months (Publisher must submit explanation of change with this statement)					
13. Publication Title <b>CALIFORNIAN</b>		14. Issue Date for Circulation Data Below JULY/AUGUST/SEPTEMBER 2017			
15. Extent and Nature of Circulation <b>QUARTERLY</b>		Average No. Copies Each Issue During Preceding 12 Months		No. Copies of Single Issue Published Nearest to Filing Date	
a. Total Number of Copies (Net press run)		14,500		14,500	
(1) Mailed Outside-County Paid Subscriptions Stated on PS Form 3541 (Include paid distribution above nominal rate, advertiser's proof copies, and exchange copies)		11,400		11,400	
b. Paid Circulation (By Mail and Outside the Mail)		0		0	
(2) Mailed In-County Paid Subscriptions Stated on PS Form 3541 (Include paid distribution above nominal rate, advertiser's proof copies, and exchange copies)		0		0	
(3) Paid Distribution Outside the Mails Including Sales Through Dealers and Carriers, Street Vendors, Counter Sales, and Other Paid Distribution Outside USPS		55		55	
(4) Paid Distribution by Other Classes of Mail Through the USPS (e.g. First-Class Mail®)		0		0	
c. Total Paid Distribution (Sum of 15d (1), (2), (3), and (4))		11,455		11,455	
d. Free or Nominal Rate Distribution (By Mail and Outside the Mail)		0		0	
(1) Free or Nominal Rate Outside-County Copies included on PS Form 3541		0		0	
(2) Free or Nominal Rate In-County Copies Included on PS Form 3541		0		0	
(3) Free or Nominal Rate Copies Mailed at Other Classes Through the USPS (e.g. First-Class Mail)		400		400	
(4) Free or Nominal Rate Distribution Outside the Mail (Carriers or other means)		2,500		2,500	
e. Total Free or Nominal Rate Distribution (Sum of 15d (1), (2), (3) and (4))		2,900		2,900	
f. Total Distribution (Sum of 15c and 15e)		14,355		14,355	
g. Copies not Distributed (See Instructions to Publishers #4 (page #3))		145		145	
h. Total (Sum of 15f and g)		14,500		14,500	
i. Percent Paid (15c divided by 15f times 100)		79.8%		79.8%	
16. Publication of Statement of Ownership <input checked="" type="checkbox"/> If the publication is a general publication, publication of this statement is required. Will be printed in the <u>JULY/AUG/SEP 2017</u> issue of this publication. <input type="checkbox"/> Publication not required.					
17. Signature and Title of Editor, Publisher, Business Manager, or Owner  Editor				Date 09/12/2017	

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## REMINDER - GSMOL Elections

GSMOL Board of Director position candidacy documents must be received by **December 15, 2017** in the home office for review by the Election Committee.

The GSMOL Board of Director positions eligible for election in March, 2018 are: **President, Vice President for Zones A, A-1, B, B-1, and D, Vice President at Large, and Vice President for Resident Owned Manufactured Housing Communities.** For the first time, instead of Chapters sending delegates to the GSMOL Convention to elect Directors, each member can vote for Directors by mail. Ballots and candidate statements will be published in *The Californian* in early January, 2018.

For more information, job descriptions for the officer positions, and downloadable candidate application forms, visit [www.gsmol.org/elections-2018/](http://www.gsmol.org/elections-2018/)

## ZONE A

### REGION 4

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

### VACANT

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### REGION 11

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

### VACANT

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### REGION 14

COUNTIES: Colusa, Sutter, Sacramento, Yolo and Yuba

### VACANT

If you would like to volunteer, please contact Zone VP

## ZONE A-1

### REGION 1

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

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### REGION 9

Riverside County

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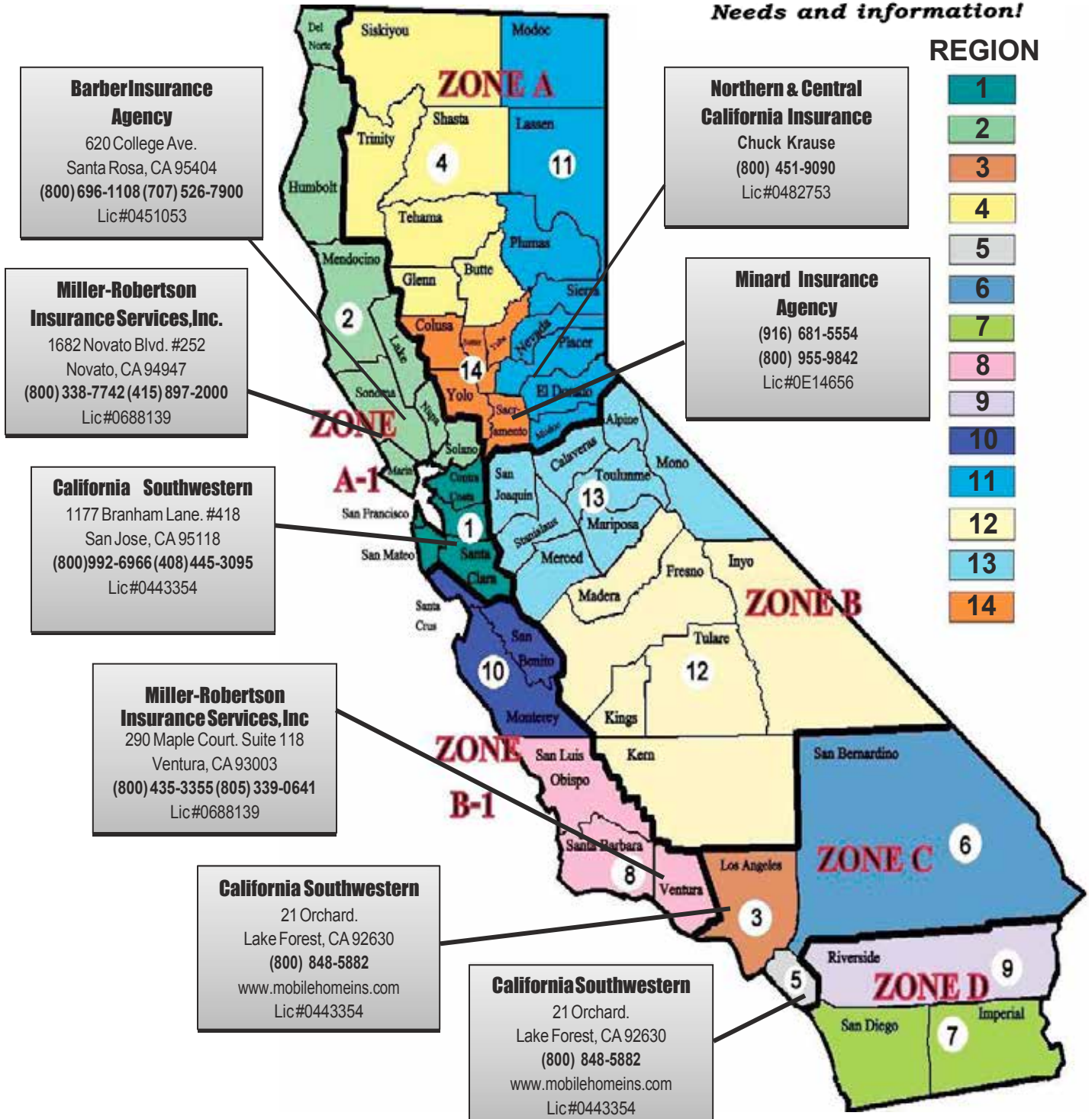
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SPACE NO.

MONTH AND YEAR JOINED

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