

GSMOL PROCEDURE FOR PROCESSING A PARK COMPLAINT

1. **DO YOUR HOMEWORK.** Be sure to do all research first. If there are other residents in your park experiencing the same problem, **work together** to compare notes and include evidence from all the individuals, and follow the steps below as a group, with the assistance of your GSMOL chapter officers if you have a chapter, or your nearest GSMOL Region, Assistant or Associate Manager.
 - a. Have **documentation** of facts, specific incidents, dates of occurrences, significant details, photos if necessary.
 - b. With help (if needed) from chapter officers or a GSMOL leader, find information regarding the **rule being violated** – whether it is
 - i. A **park rule**
 - ii. A violation of the **Mobilehome Residency Law (MRL)**
 - iii. A health or safety violation covered by **Title 25** of the state **Housing and Community Development (HCD)**
 - iv. A violation of a **local rent control or park closure ordinance**
2. **TALK TO THE MANAGER.** Speak to the on-site manager in a business-like manner **with another person present**.
3. **SUBMIT A COMPLAINT FORM.** If no satisfactory action is taken, fill out a **GSMOL Incident Report Form** (download at www.gsmol.org/resources/chapter-resources) and submit it to Management. If there is an official park complaint form, they will expect you to fill that out, but give them ours as well. Be sure to **keep a copy** of whatever you submit.
4. **SUBMIT A LETTER WITH A TIME LIMIT.** If there is still no resolution, prepare a **professional written communication**, again outlining the concerns/complaints with all details and documentation, the efforts you have taken to resolve it and the specific section of rules which apply. If a health or safety hazard is involved, mention your intention to get HCD involved. **Set a 30 DAY time limit** for a response (certain situations may require a shorter period of time) and submit it to the Management **and Owner**, mailing it to the Owner if necessary.
5. **GET AN ATTORNEY.** If there is no response after 30 days, **have a local attorney draft a letter and send it to the Management and**

Owner. If you are not already familiar with a local attorney, you might try your local Legal Aid, Senior Legal Services, or CRLA, or seek assistance from your chapter officers or GSMOL regional leader to find an attorney. Most attorneys will charge a relatively minimal fee for preparing a letter.

6. **GO UP THE GSMOL PIPELINE.** If no local attorney can be found, ask your nearest GSMOL Associate, Assistant or Region Manager to consult with leaders above them in the pipeline, up to the Zone Vice President. (You can find your nearest GSMOL leader on the "Who's Who" page in *The Californian* magazine.) The Zone Vice President may consult with GSMOL's Corporate Counsel or give permission for the Corporate Counsel to contact the member or chapter directly. (The Corporate Counsel is only accessible via the Zone Vice President.)
7. Any action taken by Corporate Counsel as a result of this initial contact is done at GSMOL's expense. This includes telephone calls or preparation of an initial demand letter to solve the problem. This is a service provided by GSMOL to its members. **But if the initial efforts are not successful, and potential litigation is required, the member(s) would then need to decide whether to enter into a private client-attorney relationship with Corporate Counsel, at the member(s)' expense.**
8. If your park has a GSMOL chapter, the chapter may be able to help with legal expenses, either from the chapter's Legal Fund or through fundraising.
9. In some very limited instances, GSMOL's Legal Fund may help defray the costs of representation by Corporate Counsel.

*For more information on enlisting the aid of GSMOL's Corporate Counsel see **Protocol for Seeking Legal Assistance from GSMOL** on the **Contact** page at www.gsmol.org,*