

FILING AN MRLPP COMPLAINT

Use this checklist when filing a complaint with Housing and Community Development's (HCD) Mobilehome Residency Law Protection Program (MRLPP).

Before filing a complaint, you want to make certain that you have taken steps to try to work things out with management. Make sure that you have documented your complaint, made management aware, attempted to resolve the issue with management, and that you have all of your communications, correspondence, meeting dates/times, etc. before filing your complaint.

Information on filing a complaint can be found at:

<https://www.hcd.ca.gov/mobilehome-residency-law-protection-program>



DETERMINE THE ISSUE TO BE REPORTED

- Download the latest version of the Mobilehome Residency Law (MRL) from <https://mobilehomes.senate.ca.gov/publications>
- Identify the Civil Code that has been violated by the park.
- Pull together all of the documentation that you have in either electronic or paper format.
- If you have set-up an account in CASAS, make sure you have your login information. If you are going to do a "one-time" complaint, make sure that you have your Title Document or a copy of your lease handy.
- Once you have all of this information collected, you are ready to file.

FILING THE COMPLAINT

- Access CASAS at <https://casas.hcd.ca.gov/casas/>
- Decide whether to Login, Create an account, or File a "One-Time" complaint.
- Select the "Mobilehome Residency Law Protection Program" option.
- Fill out **Section 1** using information for the person with the complaint. If you are filing the complaint for someone, use their information, not your own.
 - Note: You have the option to request translation services for non-English speakers by checking the "Request Translation Services" box at the top of the page.
- Section 2** asks for proof of homeownership. Use either the Decal # from the upper right hand corner of the Title document, or you can scan and attach the first page or two of the lease agreement.
- Section 3** you will type in the park name until you find the correct match to the park being reported.
 - If you have tried to resolve the issue, check the box that asks for the name and title of the person that you have tried resolving the issue with. Enter their information.
- Section 4** is where you will describe the complaint. It is important that you include the following:
 - First describe the problem and list the Civil Code (from the MRL) that you believe has been violated.
 - Give a chronological description of what has happened and how you have tried to work with management to resolve the issue, including:
 - Date issue first occurred and when it was reported to management.

- Dates you attempted to remind or work with management to resolve including any meetings you have had with management. If management has ignored your communications, report that as well.
- Click the “Attach copies” box and upload all of the documentation that you have, including scans or PDF’s of communications, bills, notices, etc.
- **Section 5** allows the complainant to designate a representative. This creates a limited “power of attorney” (POA) for this issue only. It is very **IMPORTANT** that if you plan to represent the complainant that you get their permission first and make sure that they understand that you will be doing so. Select the first option to create the POA. If the complainant already has a POA, check the second box and select that option. This is where you will enter your information if you are representing the complainant.
- **Section 6** is the certification that you have been truthful and honest about the claims made in your complaint.
- The last section allows you to review the information before submitting the complaint.
- Once you have submitted the complaint, the system will give you a complaint #. Note the number and make sure to give that number to the complainant.

WHAT TO EXPECT NEXT

1. Within 1-3 days (typically) the complainant and POA will be contacted to confirm the complaint and to gather any additional information that may be needed by HCD.
2. The complaint is reviewed internally by HCD to determine whether or not it qualifies for the program.
3. If qualified and approved, the complaint will move on to a 25-day Good Faith Negotiation period, this is when the park is notified that a complaint has been filed.
4. If the complaint is not resolved amicably during this period, then HCD will refer it to an outside agency for further review and possible legal action at no expense to the complainant.