

THE CALIFORNIAN

GOLDEN STATE MANUFACTURED-HOME
OWNERS LEAGUE

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**OUR 1ST EVER
DIGITAL EDITION**

1ST EVER DIGITAL EDITION



*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. GSMOL is a nonprofit corporation with an IRS 501(c)(4) charitable tax exempt status.

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From the desk of the President:

Greetings, I am excited to announce that the *CALIFORNIAN* has gone digital. This offers many opportunities for us as an organization and you as the reader!

As you know in your personal life prices are skyrocketing. Our costs for producing the *CALIFORNIAN* have skyrocketed also to the tune of \$7000.00 per edition. That is not sustainable, and we do not want to raise the annual dues. Nor do we want to have an additional charge to receive the *CALIFORNIAN* in print. Your Board of Directors have spent the past few months debating what is best. The only thing we can agree on is that there must be a *CALIFORNIAN*.

First, we hope that you like it! You will find hints and directions in this edition to enhance your outreach.

Click on the *CALIFORNIAN* banner on the front page and it will take you to our website.

Click on an ad and it will take you to the advertiser's website.

You will find many "blue links" to articles and information that will be helpful to you and your park.

Any/all articles can be downloaded or printed. This magazine will interface with our You Tube channel and Facebook.

And best of all. It can be as many pages as we like without incurring additional cost! Shelly, your Treasurer, loves that!

We want your feedback! Please call or email the office with your thoughts. Please remember that this is about spending your money wisely and respectfully. We have thought about the members that do not have the ability to read something on a computer. If you know one of those members, please have them call and request a printed copy be sent. It will be in black and white with none of the options listed above. But **we want them to continue to be in the know.**

You will find many articles that have been written by homeowners in different parks. Please send in an article about your park if you feel inspired. We are looking for volunteers to help us in this new form of communication. If you have experience and want to make a difference. Please call the office and let us know. We will be logging your feedback and suggestions. And we're always happy to hear from someone that wants to volunteer. It takes a village as you know!

Respectfully,

Linda Nye, President

BELOW ARE THE 3 BILLS THAT GSMOL IS SPONSORING AND SUPPORTING FOR THE 2023 LEGISLATIVE SESSION:

AB 318 Mobilehome Residency Law Protection Act.

Authored by Assemblymember Addis. This bill eliminates the 5-year sunset on the Mobilehome Resident Law Program Program (MRLPP). In 2018, the state enacted the Mobilehome Residency Law Act (AB 3066), which amended the Health and Safety Code to establish the Mobilehome Residency Law Protection Program (MRLPP), a five-year pilot program, housed within the HCD to help coordinate the resolution of complaints from homeowners relating to the Mobilehome Residency Law (MRL). This bill would remove the January 1, 2024, repeal date and make the act operative indefinitely. [Read Bill Here](#)

AB 1035 Mobilehome Parks: Rent Caps

Authored by Assemblymember Muratsuchi. This bill would prohibit the management of a mobilehome park from increasing the gross rental rate for a tenancy for a mobilehome space more than 3 percent plus the percentage change in the cost of living, or 5 percent, whichever is lower, of the lowest gross rental rate charged for the tenancy at any time during the 12 months prior to the effective date of the increase. [Read Bill Here](#)

AB 604 Mobilehome Parks: Water Utility Charges, Authored by Assemblymember Alex Lee. This bill would provide that the limitations on charges and fees in connection with water utility service apply to all management that elects to separately bill water utility service to homeowners, including where the water purveyor or the mobilehome park is subject to the jurisdiction, control, or regulation of the commission. [Read Bill Here](#)

THERE ARE 14 BILLS THAT ARE BEING 'WATCHED' BY GSMOL (Please Visit GSMOL.org and Sign-up for Our Weekly Capitol Bulletin for all of the details on these bills):

AB 319 (Connolly) Mobilehome Parks Act: inspectors: conflict of interest [Read Bill Here](#)

AB 1334 (Pellerin) Mobilehome parks: Additional Spaces: Exemption from Additional Fees or Charges [Read Bill Here](#)

AB 1093 (Patterson) Property Taxation: Manufactured Homes: Tax Collection

[Read Bill Here](#)

AB 22 (Gipson) Mobilehomes: mobile coaches

[Read Bill Here](#)

AB 1472 (Alvarez) City of National City and City of Imperial Beach: recreational vehicle parks: rent caps

[Read Bill Here](#)

SB 567 (Durazo) Tenancy

[Read Bill Here](#)

AB 12 (Haney) Security Deposits

[Read Bill Here](#)

SB 569 (Glazer) Taxation: Renter's Credit

[Read Bill Here](#)

AB 59 (Gallagher) Taxation: Renter's Credit

[Read Bill Here](#)

SB 713 (Padilla) Planning and Zoning: Density Bonuses: Preemption

[Read Bill Here](#)

SB 423 (Wiener) Housing Approval

[Read Bill Here](#)

AB 799 (Luz Rivas) Homeless Housing, Assistance, and Prevention program: Homelessness Accountability Act

[Read Bill Here](#)

SB 834 (Portantino) Housing: California Family Home Construction and Homeownership Bond Act of 2023

[Read Bill Here](#)

ACA 10 (Haney) Fundamental Human Right to Housing

[Read Bill Here](#)

Look for details and analysis of all of these bills in a forthcoming *Californian* supplemental.

THERE IS LOTS OF WORK TO BE DONE – AND “DO NO HARM”.

Letters to the Editor

Hello GSMOL members. My name is Brenda Forth. I am the president for chapter 1596 in Sanger, Ca. I have been asked to let it be known what we the residents have accomplished over the last four years.

I moved into the park in July of 2018. It seemed to be a great park. Shortly after moving in I had found out that the owners had just hired a Property Management. We had on sight managers Vicky and Joe however they were dismissed, and I saw things changing in the park. The park passed out a new rule book to all the residents. As I looked through the new changes, I began thinking that so many of the rules didn't seem right to me. I called my real estate friend which lives in a mobile home park herself. She told me about GSMOL and how to get in touch with the correct person. Shortly after the Property Manager called for a meet and greet. Well, I had called the representatives from GSMOL. Our regional representative was there at the meeting, including President Linda Nye. The property manager was there as well as her assistant who was assigned to do the speaking for her. Well, you can imagine the block wall that they hit. The residents tore them apart, then the residents got up and all left the room, leaving the property managers standing there in disbelief. We quickly elected our GSMOL board. It wasn't long before the rules were changed and were going our way.

After that I started notifying the owners of the park directly about things that were happening (or not) in the park and what the property management was doing. Come to find out that the owners of the park were never notified of these issues and the owners thought that the issues were taken care of. Well, a good thing happened, our property manager was let go. Now we get a new property manager. The first time I talked to her I felt it wasn't going to be a good thing. I soon found out that I was right.

She informed me that the owners would be charging \$75.00 per month for water, sewer and garbage starting August 1, 2022. I asked her which civil code she has that allows this to happen. She then gave me the civil code. I asked her where this civil code came from, Sanger, Fresno County or state. She informed me that it was Fresno County. I looked up Fresno County and they had no civil code by that number. I checked the state civil code for the number she gave me and there it was. It didn't even state anything regarding the water, sewer and garbage. Then I informed her of her mistake. The residents have never been charged for those items, they were included in our rent. I started checking our leases and most of them said that water was included in our rent. I contacted Joe and Linda Nye regarding this. Linda recommended that I get copies of the resident's leases, which the residents were willing to do. Linda asked that I give her the leases and she sent them to GSMOL lawyer Phil Yeager. He was quick to respond as to why they couldn't change our current lease agreements and sent me all of the MRL rules that would apply. Plus, if for some reason they could change it and might have had to add sub meters. It would have cost a fortune. I immediately sent all the info that Phil Yeager had sent to me and sent it to the owners. I was immediately informed that the \$75.00 fee was withdrawn and illegal, hence saving \$900.00 a year for every mobile home resident. The property manager told me that the 4% increase would still go into effect as of July 1st. I told her that residents have not been given a 90 day notice. To make it short the other property manager told her that she had sent everyone a notice, which she didn't. Then of course the notice came out and the rent increase will start this October 1st, which is legal.

The end game here is that the Property Management Company has been fired, Vicky and Joe are back and we have a happy park with 130 mobile homes.

I would like to give a big thanks to the power of GSMOL for fighting for the residents rights, and a big thanks to Linda and Joe Nye as well to GSMOL'S awesome attorney Phil Yeager and my board for the help in getting this park back to where it belongs. The moral to this is keep on fighting and don't give up!

There ARE Great Park Managers Out There!

New management leader, Kathy, has brought a breath of fresh air to Lakeshore Gardens, in Carlsbad. Our new manager has opened all lines of communication. She started by verifying the best way to reach all the residents, and email communication has proven very effective. She freely shares news, good and bad, with residents through email, keeping lines of communication open.

Her positive approach has made conforming with Park Rules much less threatening. She is here to help, and is extremely responsive. She is working with residents to explore and resolve any issues that need to be addressed. Her staff is following her lead, and is helping residents wherever it is appropriate.

Improving communication with management has made the residents at Lakeshore Gardens feel like their opinions matter, and we really appreciate the respect she has shown us.

Her approach would make a superb model for any Mobil Home Park management team.

Spent \$25, Saved \$4,200!

A resident at a park in the San Jose area knew he needed help and he joined GSMOL. Immediately after joining the organization, he contacted Martha O'Connell, Region A-1 Manager. The new member had a very large tree on his lot and that tree had a branch that had cracked and was laying on top of his neighbor's home. The park advised the homeowner verbally that he needed to deal with the tree.

Regional Manager O'Connell sent a written request for meeting, as is the homeowners right under section 798.53 of the Mobilehome Residency Law (MRL), to discuss the tree issue. Before a meeting could be scheduled, the park sent the homeowner an invoice for \$4,200 for the removal of the tree. O'Connell sent the park manager a follow-up letter advising that not only had the homeowner not been granted the meeting that was requested to discuss the tree issue, but that the park had also failed to properly notify the homeowner of the maintenance charge. MRL section 798.37.5 mandates that before the park can charge the homeowner for maintenance, they must give 14-day written notice. The park manager had failed to provide that notice and when O'Connell made management aware of the fact that she knew their actions were unlawful, management texted the homeowner to advise that they would be covering the cost of the maintenance, not the homeowner.

The moral of the story folks, a \$25 GSMOL membership saved this homeowner from an unlawful \$4,700 charge by the park owner. Please encourage your friends and neighbors to join GSMOL and make sure to keep your membership current.

A HUGE Thank-You To Our Outgoing Editor

Mary Jo Baretich works as a tireless volunteer for GSMOL! One of her many responsibilities has been as the Editor of the "paper Californian". As we transition to publishing *The Californian* electronically, we are also bringing on a new Editor and Editorial Team. Mary Jo will continue to serve as Vice President of Zone C and as President of the GSMOL Ed Fund. The entire GSMOL Board of Directors wishes to extend their gratitude and appreciation for everything Mary Jo has done and continues to do for GSMOL, her Zone, and our members. Thank-you Mary Jo, from the bottom of our hearts.

We NEED HELP!!!

Office Staff (Paid Position in La Mirada, CA)

We are looking for a membership coordinator in our home office in La Mirada, CA. This is a paid part time job, 20 flexible hours per week. The job's main function is data entry of member renewals and contacts. Experience with MS Office is critical. Paid training. Please contact us on our email: gsmolgoldenstate@gmail.com

Volunteer Positions (from Home)

Social media coordinator and committee volunteers. We are increasing our electronic presence!

Mail Chimp Bulletins, Facebook, e-Californians and Townhalls. We need 3-4 volunteers to organize and coordinate the information that is being published. Good organization, computer skills, proof reading and editing experience is valuable. Committee will be interacting with the Board of Directors. Please contact us on our email: gsmolgoldenstate@gmail.com

GSMOL asks you to support our advertisers!

GSMOL is grateful for their advertising support that funds the publication of "The Californian" year after year and we want to support them in return. Each of our advertisers provides a necessary service for the mobilehome community, so it is helpful to get to know them. If you use their services let us know. And let our advertisers know you read about them in *The Californian*. Thank you!

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GSMOL EVENTS

Upcoming.....

March, 2023

Mobilehome Residency Law Protection Program (MRLPP) Zoom Meeting

Learn About the MRLPP and How it Can Help You Resolve Issues in Your Park

March 18—10am to 11am Zoom meeting with telephone dial-in capability.

Zoom info: Meeting ID: 898-4483-0284 Passcode is 363641

Dialup number is 1 669 444 9171 ([Click here on “day of” to join the Zoom call](#))

April, 2023

GSMOL presents a Virtual Mobilehome Townhall

with BRUCE STANTON, GSMOL Corporate Counsel

Featuring a presentation and Q & A on this year's State bills sponsored by GSMOL, as well as bills from previous years. This event is limited to the first 200 attendees to sign-in.

Saturday, April 22, 10:30 AM (Zoom Info to be emailed to members).

Region 9 Conference for the Coachella Valley Area

Where: Date Palm Country Club, Cathedral City

April 29—Time: 9:00am to 2pm Members in Region 9 will receive invitations via email or can contact Patricia Patterson, Associate Manager for the Coachella Valley at p.patterson64@yahoo.com for information.

May, 2023

Region 11 Conference, Roseville

Where: Diamond K Mobile Home Park, Roseville, CA

May 20th—Time: 10am—3pm

Members in the area will receive invitations via email.



Kindness

Kindness is the sincere and voluntary use of one's time, talent, resources to better the lives of others, one's own life and the world through genuine acts of love, compassion, generosity, and service



In 2021 a group of men & women at Royal Oaks Mobile Home Park in Petaluma started what is now known in the park as Neighbors Helping Neighbors (NHN).

First it was helping a person transform their dead lawn to colorful rocks and plants. Replacing some skirting, painting a weathered board or railing here and there, & cleaning gutters.

This group of people decided to let people in the park know they'd be willing to provide free labor for minor repairs (nothing that requires permits) but the residents would have to pay for materials.

Some residents started paying them for their services & kindness despite the fact they didn't have to. This money was put into our HOA account earmarked to assist others that may be in need of their services but unable to afford it or to replace a tool if needed.

During the winter when we got a lot of rain in a short period of time & street drains started backing up and flooding started. They were out there cleaning the debris, digging makeshift drains so the water would flow away from homes & garages.

As the seasons change an article is put in our monthly newsletter reminding residents of their services.

The services they provide out of kindness to others has provided improvements that were needed and have formed a unity within our park. We are grateful to each one of them.

Thank you,

Residents of Royal Oaks

Each One, Reach One

Maria Ruiz and Martha O'Connell, the newly appointed Co-Chairs of the statewide Membership Committee, are pleased to announce to all GSMOL members that the Board has approved our "Each One, Reach One" campaign.

As a member, you are the best ambassador for GSMOL.

You know why you joined and why you have stayed a member.

Through *The Californian*, our legislative bulletins, and our website you know the important work we do both at the local level, and in Sacramento, to protect the Mobilehome way of life. Through your interactions with your local GSMOL leaders, you know we are there to help as needed.

Each one of you knows at least one person in your Park who is not already a GSMOL member.

If all our members got just one person to join GSMOL, our membership would double.

If you are interested in forming a chapter in your park, please contact your local leaders (listed on page 10). You can also find digital copies of all of GSMOL's recruitment flyers, including, *Who We Are and What We Do* in four different languages: English, Spanish, Vietnamese, and Chinese, [by clicking here](#).

We want to be able to publicly acknowledge the members who are recruiting someone else. In future issues of the *Californian*, we will list members who have recruited in the time period from one issue of the *Californian* to the next. **(With permission, of course).**

Members will be acknowledged as follows:

- ◇ Ruby Member – 1-3 members recruited.
- ◇ Silver Member – 4-6 members recruited.
- ◇ Gold Member – 7-9 members recruited.
- ◇ Platinum Member – over nine members recruited.

If you have participated in the program and wish to be acknowledged, please send an email to:
Membership Co-Chair, Maria Ruiz at Mariaruiz102@gmail.com.

GSMOL "WHO'S WHO"

Please contact your local Associate
or Region Manager first

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VACANT

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Regions 12, 13

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ZONE A

REGION 4

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

REGION MANAGER

VACANT

If you would like to
volunteer, please
contact your Zone VP.

REGION 11

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

REGION MANAGER Tamara Janies

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REGION 14

COUNTIES: Colusa,
Sutter, Sacramento,
Yolo and Yuba

REGION MANAGER

VACANT

If you would like to
volunteer, please
contact your Zone VP.

ZONE A-1

REGION 1

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

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Mendocino, Napa, Solano
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ZONE B

REGION 12

COUNTIES: Fresno, Inyo,
Kern, Kings, Madera and
Tulare

REGION MANAGER

VACANT

If you would like to
volunteer, please
contact your Zone VP.

REGION 13

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

REGION MANAGER

VACANT

If you would like to
volunteer, please
contact your Zone VP.

ZONE B-1

REGION 8

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REGION 10

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San Benito and Santa
Cruz

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ZONE D

REGION 7

COUNTIES: San Diego
and Imperial

REGION MANAGER

VACANT

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volunteer, please
contact your Zone VP.

REGION 9

Riverside County

REGION MANAGER

VACANT

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Refer to Map on
Page 15 for Zones
and Regions



BUYING THE PARK: DO WE HAVE A CHANCE?

By DAVID LOOP, GSMOL VP – RESIDENT OWNED MH COMMUNITIES

Now, More Than Ever You Should Try

A few months ago, I read a news article about America's MH parks that was interesting and disturbing at the same time. The story began by saying the US has about 43,000 mobile home communities that provide housing for about 22 million residents. Then, the disturbing part: between 2014 and 2022, about 20% of the MH parks in the US were purchased by institutional investors such as hedge funds and corporations. But while the residents own their homes, they rent their spaces. This subjects them to rent increases, and in some cases, these increases can be excessive. Mobilehome owners are essentially trapped in this situation.

It's a good idea for MHP resident groups to considering buying the MH parks where they live. This breaks the real estate investment "cycle," and space rents stop climbing. But it's difficult for resident groups to compete with some investors, who will "overpay" to acquire a park. These investors overpay because they can increase their gains by raising rents. Raising rents increases the park's market value. Then the next investor buys the park and the investment cycle continues.

So, these days, does your resident group have a chance to buy your MH park? I'd say "maybe," depending on your answers to 3 questions...

Question 1: Do you have MHP rent stabilization in your Jurisdiction?

Space rent stabilization ordinances ("SRSOs") are good for residents because they limit rent increases. That's obvious. But SRSOs are also good because they tend to limit the market value of local mobilehome parks. The higher a park's income from space rents, the more valuable it is. Since SRSOs limit parks' rental income, they also limit the market values of local MHPs. This helps resident groups to afford buying the MHPs where they live.

Real estate investors are generally interested in buying parks in jurisdictions without SRSOs, so they can buy a park and then raise rents pretty much as they please. But if you have a local SRSO, the chances your resident group can buy your MH park improve greatly.

Question 2: Who (or what) currently owns the park where you live?

If your park is already owned by a "big" investor (for example, a nationwide corporation that owns many MHP's) you have a problem. That corporation probably won't sell the park to your resident group. It's likely it would only be interested in selling to some other big investor.

(Continued on Page 12)

By DAVID LOOP, GSMOL VP – RESIDENT OWNED MH COMMUNITIES

But if your park is currently owned by a smaller operator (like a family or a small LLC), your chance of buying the park increases greatly. These park owners are typically more willing to negotiate with you, and to consider a purchase offer from your group. Some owners may actually like the idea of selling to the residents.

Your resident group would be able to offer terms that help the smaller operator to defer their capital gains from the park sale. No real estate investor - big or small - will ever offer such terms to your PO.

Bottom line: if your park is owned by a "small" operator, your resident group has a decent chance of buying it when it's put up for sale. And don't believe your PO when they say "we're never going to sell this park." Odds are sooner or later, they will. And your resident group should be ready to seize the opportunity.

Question 3: Can your resident group get organized?

Let me be blunt: if your group can't get organized, there is zero chance you'll ever own your park. The good news is, to start organizing it only takes a few residents who are interested in exploring the idea of buying the park. These few residents (let's call them the Park Purchase Committee) talk with professional, experienced park purchase consultants to (1) decide on their approach and (2) reach out to the park owner. At the beginning, the PPC's main goal is to let the owner know there is resident interest in buying the park, and the resident group is capable of doing it. Your park may not be for sale at the moment. But if the PPC doesn't reach out and get on the owner's "radar" as a potential buyer, it's unlikely your group will ever own the park.

Your Next Steps

IF you have MHP rent stabilization in your city or county, AND your park is owned by a small operator, AND you believe you have a few neighbors who are willing to explore the idea of buying your park, contact me (see page 10 for contact info). That way, I can learn more about your situation, and help you further assess your chances of buying the MHP where you live. You have nothing to lose, and everything to gain.

“Whine Wine” in Escondido

During the earliest darkest days of Covid, my close friends and neighbors were bored to tears and scared we could die during the pandemic. The only remedy to our need for friendship was to somehow get together and whine about our fate.



A resident volunteered her driveway which was sectioned off with yellow painters' tape at 6 feet intervals to form a circle. Word was put out to several friends to come on the next Friday night. We brought garden chairs, a glass of wine, gallons of hand sanitizer and masks. Lots and lots of masks.

It was the first time any of us had been together in months. And Covid be damned, it felt good to be six feet apart but feeling human again. We visited for more than an hour and only broke up the party because it got dark and chilly. We named our group Whine Wine.

Eventually the group moved to our parks covered shuffleboard court, still six feet apart, then as the weather got warmer, we moved to the patio around the swimming pool. The park manager removed all the outdoor chairs and tables to keep us apart but we continued to bring our own chairs.



A pesky manager never stopped Whine Wine.

Rain, cold, heat or wind never got in the way of us getting together.

At Whine Wine we complain, tell stories, GOSSIP, drink a cocktail or two, play trivia and discuss whatever is going on in our park, the city, the world, or with our families.

For two years the group has grown to thirteen faithful attendees, and we now meet at our clubhouse every other Friday evening. We've formed a very close bond and I'm

happy to say not one person has contracted covid from our gatherings. We created a group text so we can keep in touch about issues and news in the park.

There is always room for more neighbors to come to Whine Wine...

Submitted by: Ricki Garrett, Town & Country Senior Park, Escondido, CA, Zone D

The MRLPP really works!

It galvanized my park owner into action!

John had a crack in his cement driveway. Big enough to trip over. Big enough to be a safety concern. So, he pulled out the [MRL](#) to find out whose responsibility it was to fix it. MRL 798.37.5 (c) states that the “park management shall be solely responsible for the maintenance, repair, replacement, paving, sealing and the expenses related to the maintenance of all driveways *installed by park management*” and homeowners shall be responsible for *homeowner-installed driveways*. Simple enough! His driveway was original, identical to all the other driveways in the park which were installed when the park was built in the late 1970s. But . . .

Repeatedly, management refused John’s written requests to repair his driveway citing their interpretation of the facts. Arbitrarily, they declared the driveway was not original and declared it had been installed by John - or a prior resident! They hoped John would believe them. As “proof” the manager offered photographs showing his cement driveway was poured in 3 slabs and declared with authority that original driveways were poured in one long slab! Not true! John grabbed his camera and walked down to Nancy’s house. Nancy was the first resident in the park when it opened over 50 years. Her driveway was 3 slabs, identical to John’s, and she affirmed it was original. Next, John reminded management that the park had previously repaired a crack in his driveway by filling it with epoxy, a tacit admission that it was the park’s responsibility since they would hardly pay to fix something that was not theirs. Finally, John went down to the city Codes and Permits Department and pulled all the permits that had been issued for his space since its inception. There were 5 permits. None was for a new driveway! Still management continued to deny the park’s responsibility.

Eventually, the park owner himself called John (twice) and told him he “knew the rules” and it was not his responsibility to pay for the driveway. Perhaps the real reason was revealed when he admitted that if he paid for one driveway, he would have to pay for all driveways. John politely responded that he was trying to resolve the issue in an amicable way and would wait a few more days and then follow the State of California HCD guidelines for help. On June 23, 2022, he logged onto the HCD website and submitted his complaint to the state under the new [MRLPP or MRL Protection Program](#). This is the program which offers residents an opportunity to file a complaint against their park manager for a violation of the MRL. Now, the state of California was involved!

Despite being “technologically challenged”, John was able to fill in the blanks of the online application quite easily even after he hit a wall and was unable to proceed when he did not know the date of the title to his mobilehome. Frustrated, he was about to give up, but decided to call the [800-phone number](#) listed on the website. With little expectation of a return call, he left a message and was pleasantly shocked when Jason called him less than 5 minutes later. To John’s surprise, Jason was very helpful and very knowledgeable about the MRLPP. He quickly found the missing information John needed to complete his application and get his Claim Number. Jason went on to explain what John could expect

The MRLPP really works!

It galvanized my park owner into action! (cont.)

next: HCD would review the evidence for its merit, and then inform the park owner of the complaint. A short two hours later, Jason called back to verify receipt of John's complaint and its supporting documents and notified him that [HCD considered it a legitimate issue](#) and the process was moving to phase 2 – a letter to the park owner. The parties then had 25 days to resolve the dispute before HCD would refer the issue for legal action – at no cost to John!

Suddenly, it was the weight of the state of California who was asking the park manager to resolve the issue. It was no longer the solo voice of a single resident who could be subject to intimidation! No longer could obfuscation and delaying tactics work. Now it was about the facts! Now it was about consequences!

Two weeks later, on July 6, 2022, the manager knocked on John's door and stated the park owner would "like" to repair his driveway. The driveway was quickly repaired, and John notified HCD the problem had been satisfactorily resolved. HCD closed the complaint. In all, it took less than 4 weeks!

To quote John, *"The MRLPP really works! It galvanized my park owner into action. And it was easy to file my complaint even though I am not very good on the computer. HCD is the "most on-top government department I have ever talked to!" "I was pleasantly surprised at the attention paid to my issue from the MRLPP program and its representative".*

John's experience is just one example of the effectiveness of the MRLPP to balance the unequal scales between park resident and park owner when there is a violation of the MRL. It gives residents a powerful new voice that can be heard in their disputes with their park owner. And there is no cost to the homeowner except for time and a little paperwork!

How to File a MRL Complaint

Go here. Fill out the **Request for Assistance/Complaint** form (HCD MAC 425). You can file your complaint online (the fastest and easiest) or you can download a copy of the complaint form and mail it in. If you do not have a computer, call 800-952-8356 and HCD will mail the complaint form to you. Mail it to: HCD, Mobilehome Assistance Center, P.O. Box 278690, Sacramento, CA 95827. Describe the problem with dates, names etc. and include your supporting documents. You will need to provide proof of ownership of your mobilehome such as the Certificate of Title, Registration card or your decal number which is attached to the outside of your home. If you need assistance, call your local GSMOL representative.

Protect Your Rights with the
Mobilehome Residency Law Protection Program

Free Zoom meeting

March 18 , 2023

10 a.m. - 11 a.m.

Meeting ID: 898-4483-0284 Passcode is 363641

Dialup number is 1 669 900 6833

The Mobilehome Residency Law Protection Program (MRLPP) program provides free legal help to mobilehome owners to enforce your rights under the MobileHome Residency Law. We'll describe the program, how to file complaints and what happens next. The one-hour Zoom format will not let us address individual problems.

AGENDA:

- Introduction: Linda Nye, President, Golden State Manufactured-home Owners League
- The Mobilehome Residency Law Protection Program
Carrie Paine; Assistant Deputy Director, Codes and Standards Division of
the Housing and Community Development Department (HCD)
- General questions about the MRLPP (if time allows)
- Closing comments from Speakers

For help right now

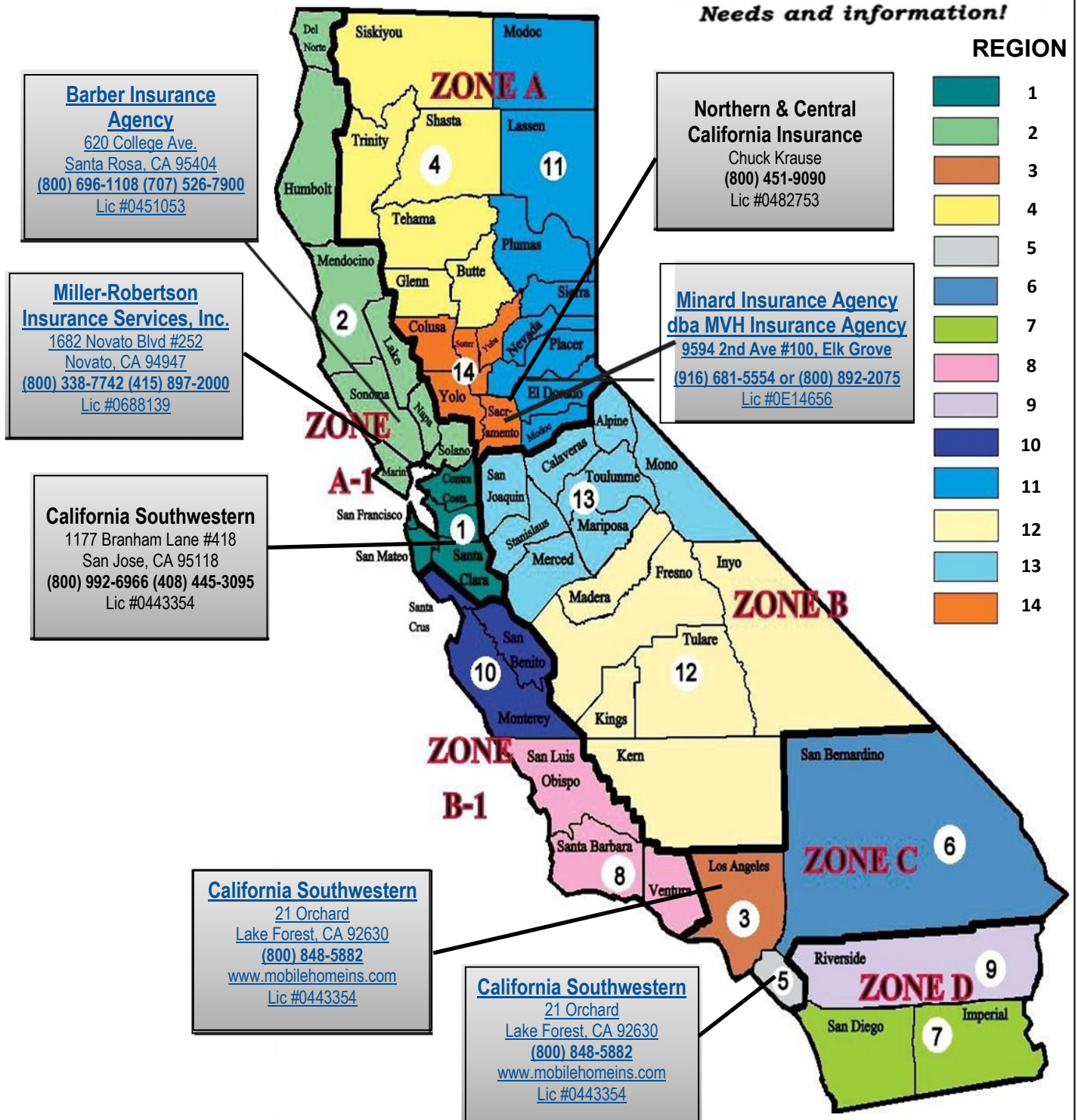
**Call the HCD Mobilehome Assistance Center to begin a
complaint. 800-952-8356 : TTY 800-735-2929-TTY**

Golden State Manufactured-home Owners League
March 18, 2023

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!



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Allen, Semelsberger & Kaelin and its predecessor firm, Endeman, Lincoln, Turek & Heater have long been recognized as premier attorneys representing owners of mobile/manufactured homes in California. Litigation on behalf of homeowners against *California Hawaiian MHC*, owned by *Equity Lifestyle Properties* and *Terrace View Mobile Home Estates*, owned by *Tatum and Kaplan Financial Group*, led to some of the highest court judgments in the history of manufactured housing.

To contact us call (619) 544-0123 or visit our website at www.asklawgroup.com.