



Mobile Home Advisory Board (MHAB)

Mobile Home Park Dispute Resolution Procedures

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The Huntington Beach Mobile Home Advisory Board (MHAB) has adopted the following Dispute Resolution Procedures to facilitate the discussion of non-trivial problems **other than rent issues** that may arise between mobile home park residents and the park's management/owners.

The MHAB recommends that residents and owners/managers of each mobile home park in the City follow these procedures within the framework of the attached "*Code of Good Practices*" for use by all mobile home parks and residents. **The MHAB cannot mediate or offer any legal advice.**

The MHAB requests that each park furnish residents (1) a copy of these procedures and the Code of Good Practices, and (2) written information on the park's policy with respect to the procedures.

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Each resident having a complaint/problem which has not been resolved in Step 1 is requested to maintain a written record of the actions taken by the resident, and the actions/responses (or non-responses) of the park manager/owner. Park managers/owners are requested to keep similar records.

**CODE OF GOOD PRACTICES TO BE FOLLOWED
BY MOBILE HOME OWNERS AND
MOBILE HOME PARK MANAGERS/OWNERS
IN RAISING AND RESOLVING COMPLAINTS AND PROBLEMS**

1. Mobile home park management should maintain a written log of all complaints/problems raised by home owners that are not resolved at the time the matter is brought to management's notice. Log should show date nature of matter, name of person raising the matter, and promised action by management.

2. Management should make a timely written response to all matters formally brought to its attention (i.e., in writing) by a mobile home owner. One week is considered timely for making a response; the response should discuss specific actions to be taken and the schedule for the actions planned.

3. Investigation of complaints/problems by park management should be done on a confidential basis; the name of the complainant should not be revealed to the party about whom the complaint is lodged.

4. Park management shall take no retaliatory actions against the complainant for raising the issue(s) involved in the complaint.

This policy does not preclude a home owner or park/manager-owner from addressing the MHAB at any time; however, steps 1 and 2 should be completed before the MHAB will facilitate any complaints. EXCEPTION: Emergencies.

**SPECIFIC PROCEDURES TO BE FOLLOWED BY
MOBILE HOME OWNER-COMPLAINANT**

STEP 1. Initiation Discuss Problem/Complaint with Park Manager

Problem/Complaint: _____

Date: _____ Discussed with: _____

Result: _____

If the park manager's action is not acceptable, go to Step 2.

STEP 2. Formalize Matter Resident writes to Park Manager and to Park Owner/Management Company detailing matter and requesting resolution.

Date: _____ Emailed and/or Mailed Letters to: _____

(State why matter is formalized, what the specific problem is and why the action by the Park Manager does not resolve the matter. Retain copies of letters.)

Park Manager/Owner response should be *timely and written*, indicating action to be taken and time frame for the action. (A reasonable period in this regard is one week for response, two weeks for commencing action to resolve problem.) If the response is considered by the resident to be unacceptable, go to Step 3.

Step 3. Bring matter to the attention of Huntington Beach Mobile Home Advisory Board by following substeps (3a) and (3b):

- (3a) Submit a copy of this Huntington Beach Mobile Home Advisory Board complaint form to the Board’s Staff Liaison at City Hall, including complete documentation of problem, and requesting the Board to review it at its next meeting.

Date: _____ Submitted form to: _____

- (3b) Send copies of all this material to both the Park Manager and the Park Owner, so that they will be on notice that matter has been brought to Board’s attention.

Date: _____ Submitted copies to: _____
Notes: _____

CITY STAFF LIAISON ACTION:

If the MHAB Staff Liaison receives this material at least two weeks prior to the next scheduled Board meeting, staff will send copies of the material to each Board member, and will notify the complainant, the Park Manager and the Park Owner that the matter will be covered at the next meeting.

If the nature of the complaints can be addressed by the City’s departments (e.g. code enforcement, police or fire department) and/or by referring the complainant to other agencies such as the California Housing and Community Development (HCD)’s Mobilehome Assistance Center, OC Animal Care, or nonprofit organizations, the Staff Liaison will consult with the Chair and Chair Elect, provide resources/referrals, and then inform the Board of actions taken accordingly. Since the Board meetings are only held quarterly, this step will address the issue and respond to the complaint in a timely manner.

If either the MHAB members or the complainant still wants to bring forward the item to the following Board meeting, it shall be up to the Chair and the Chair Elect to determine whether or not the matter is appropriate for the full board's discussion and agenda it at the next regular MHAB meeting accordingly.

(If the support staff receives this material less than two weeks before the next scheduled Board meeting and if the Chair and the Chair Elect determine to agenda it, the matter will be scheduled for coverage at the following meeting and all parties involved will be so notified by email or mail only if an email is not an option.)

NOTE: Neither the Board nor the City of Huntington Beach is in a position to take part in the direct resolution of any disputes that solely involve these two parties. The Board and the City may facilitate discussions by connecting the parties to various city staff or resources that may clarify issues involved in the disputes or outside resources that can provide mediation services.

Support staff will maintain complete record of actions taken by all interested parties.

Date complaint form received:

Date all parties notified by email of Board meeting at which matter is to be discussed:

Board meeting date selected:

MOBILE HOME ADVISORY BOARD ACTION:

Matter discussed at Board meeting of:

_____ (Date)

(If the matter is discussed by the Board, but is unable to recommend a resource to help both parties resolve the dispute at the Board meeting, the complainant has the option of going directly to Step 4, pursuing an alternative avenue to resolve the issue, such as mediation or legal action.)

Step 4. Alternative action to be determined by complaint.

Date:

Requested through:

Results: