

**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 take action. Note: EXCEPTION: Emergencies.

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 resolving non-trivial problems other than rent issues that may arise between mobile home park residents and the park's management/owners. The Board 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" suggested for use by all mobile home parks and residents.

The board 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.

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:

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 Huntington Beach Mobile Home Advisory Board complaint form to the Board's support staff at City Hall, including complete documentation of problem, and requesting Board review 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: _____

SUPPORT STAFF NOTIFICATION ACTION:

If the Board's support staff 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 support staff receives this material less than two weeks before the next scheduled Board meeting, the matter will be scheduled for coverage at the following meeting, and all parties involved will be so notified by mail.)

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

Date complaint form received: _____

Date all parties notified by mail 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 considered by the Board to be appropriate for its review, the matter will be aired at the next regular meeting of the Board.

(If the matter is considered by the Board, but is not resolved at the Board meeting, or if promised action is not timely taken, or if action is not appropriate, the Board may appoint a subcommittee to meet with the complainant and the Park Manager/Owner, to see if the matter can be resolved by an informal face-to-face discussion of the problem. If the complainant does not believe such a meeting would be productive, the complainant has the option of going directly to Step 4, or - alternatively - pursuing the matter in small claims court or other appropriate legal forum.)

Subcommittee appointed (date): _____
Members: _____
Date of meeting: _____
Results of meeting: _____

Step 4. Request that matter be formally mediated. Board staff will aid in facilitating use of an established mediation service; costs to be shared equally by the two parties involved. The mediation service will report to the Board on the outcome of the mediation action.

Date: _____ Mediation requested through: _____

Results of Mediation: _____

If the matter is not resolved through the mediation process, or if the park management declines to participate in mediation, complainant may pursue legal action to settle the affair.