




Mobilehome Residency Law Protection Program (MRLPP)

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MRLPP Laws and Regulations

- Assembly Bill 3066 (Stone) enacted the Mobilehome Residency Law Protection Program (MRLPP)
 - Provides assistance in resolving and coordinating the resolution of complaints from homeowners relating to the Mobilehome Residency Law (MRL).
 - Provides an additional avenue to enforce violations of the MRL.
 - Prohibited from providing legal advice.
- Emergency Regulations
 - <https://www.hcd.ca.gov/manufactured-mobile-home/mobilehome-residency-law-protection-program/index.shtml>


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Key Program Dates

- January 1, 2019
 - Began collecting \$10 for each mobilehome permitted lot.
- July 1, 2020
 - Accepting alleged MRL complaints.
- January 1, 2023
 - Submit a written report to the Legislature outlining data collected.
- January 1, 2024
 - The bill is repealed unless extended by the Legislature.


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Submitting a Complaint

- Must be Homeowner of the Mobilehome
- **Online:** <https://www.hcd.ca.gov/casas/>
- **Print Complaint Form:** Available on <https://www.hcd.ca.gov/>
 - **Mail:** HCD — Mobilehome Assistance Center
P.O. Box 278690
Sacramento, CA 95827
 - **Email:** MRLcomplaint@hcd.ca.gov
- **Call:** (800) 952-8356, option 3, option 2 – Mobilehome Assistance Center


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Complaint Intake Review

- Incomplete/clarify information
- Mobilehome Residency Laws that may apply.
- Occurred within the last 18 months.
- Provide enforcement agencies and/or local community resources that may apply.


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Complaint Evaluation

- Use good faith efforts to select **the most severe, deleterious, and materially and economically impactful** alleged violations of the MRL.
 - Consider the facts of each complaint.
 - Weigh the probability and/or magnitude of the harm, injury, damage, or loss that is being alleged.
 - Select a sample of these complaints that satisfy geographic representation of the State for evaluation.


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Park Document Request

- In evaluating the MRL complaint, HCD may request relevant material and documents from the park.
- Park must provide the requested information within 15 business days.
- Failure to comply:
 - Subject to \$250 non-compliance citation for each failure to comply.
 - Does not preclude HCD from proceeding with further evaluation of the complaint.


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How to submit documents

- **Online:**
 - Submit via the online portal at <https://www.hcd.ca.gov/casas/>
- **Email:**
 - MRLcomplaint@hcd.ca.gov
- **U.S. mail:**
 - HCD/MRLPP; P.O. Box 278690; Sacramento, CA 95827-8690
- **Overnight Delivery:**
 - HCD/MRLPP; 9342 Tech Center Drive, Suite 500; Sacramento, CA 95826


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Good Faith Efforts

- Negotiate in good faith to resolve the complaint within 25 calendar days.
 - Communication(s) may be in person, or by telephone, electronic mail, or standard mail.
 - Both parties may have representatives assisting them during the good faith negotiation efforts.
- Only good faith efforts, not actual resolution(s), are required to comply with the statute.
- Response to HCD's written inquiry must be received within 10 business days.


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Good Faith Efforts Follow-up

- The parties may submit their response to HCD's written inquiry:
 - Either on the complaint resolution form included in HCD's written inquiry or in any other writing.
 - Can be submitted separately or together
 - Each response is signed and dated by each party's signatory with authority.
 - Each response to HCD's written inquiry shall be submitted by one of the following methods:
 - Electronically
 - USPS mail


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Good Faith Efforts Follow-up

- If HCD receives a timely response to the written inquiry:
 - From either party indicating that the matter is not resolved, HCD shall continue processing and evaluating the complaint.
 - From both parties indicating that the matter is resolved, HCD shall close the complaint.
 - From the complainant indicating that the matter is resolved, HCD shall close the complaint.
- If HCD does not receive a timely response to the written inquiry from either party, the complaint shall be closed.


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Legal Service Provider (LSP) Referral

- Complaint is assigned to an LSP.
- Access to the complaint information and all relevant documents.
- LSP will contact the complainant and perform an intake interview with complainant.
- LSP has sole authority on how to proceed with the case including, but not limited to:
 - An additional referral
 - Conferring with park management
 - Initiating judicial or administrative actions to resolve the complaint
- LSP may decline the case if its contract is:
 - About to expire
 - There is insufficient funding
 - As otherwise allowed by HCD contract


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Not Selected for LSP Referral

- Retained:
 - HCD communication to both the complainant and park management explaining the reasons for the complaint's retention. The bases for retention may include, but are not limited to:
 - HCD's intent to aggregate it with similar complaints.
 - The need for further review to determine eligibility.
 - Insufficient funding or temporary insufficient capacity of nonprofit legal services providers.
- Not further processed by the MRLPP:
 - HCD communication to both the complainant and park management explaining the reasons for no further action by HCD and shall provide referrals to alternative resources that may assist the complainant in pursuing remedies for the alleged violations.


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Re-Open / Retain / Grouping Complaints

- May reopen any closed or retained complaint(s) if HCD determines one of the following:
 - Complaint relates to one or more subsequent complaints in a single mobilehome park.
 - Complaint is related to subsequent complaints in multiple mobilehome parks (i.e., ownership, management, or operation of the parks).
 - HCD is otherwise authorized to do so by law.
- If complaint is reopened:
 - Eligible for further MRLPP assistance.
 - May seek additional documents from park management.

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HCD Contact Information

California Department of Housing and Community Development
Division of Codes and Standards

Online Services: www.hcd.ca.gov/casas
(800) 952-8356

Option 1: Registration and Titling
Option 2: Permits and Inspections (both Area Offices)
Option 3: Mobilehome Parks and Special Occupancy Parks
Option 4: Dealers' or Salespersons' Licensing
Option 5: State Housing Law, Factory-Built Housing, Manufactured Housing, and Employee Housing

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HCD Contact Information

- **Permits to Operate:** ParksPTO@hcd.ca.gov
- **Registration and Titling:** ContactRT@hcd.ca.gov
- **Mobilehome Assistance Center:**
MHassistance@hcd.ca.gov
- **Mobilehome Residency Law Protection Program:**
MRLcomplaint@hcd.ca.gov

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Join us and help improve the lives of all Californians.

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 • Search for California Department of Housing and Community Development

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