

Complaint Information Sheet Regarding The Office of the Mobilehome Ombudsman

About the Mobilehome Ombudsman

The Office of the Mobilehome Ombudsman (hereinafter "Ombudsman") was established to assist the public with questions or problems associated with the various aspects of manufactured home (mobilehome) living. The Ombudsman also assists with problems or questions relative to employee housing. Some of the issues the Ombudsman provides assistance with are listed below. Although the Ombudsman will answer questions and take complaints regarding the Mobilehome Residency Law, the Ombudsman is NOT empowered to enforce its provisions, or to arbitrate, mediate, negotiate, or provide legal advice on mobilehome park rent disputes, lease or rental agreements, or disputes arising from lease or rental agreements. These issues must be resolved through the civil courts.

Mobilehome Parks Complaints

Park Operations *Park Maintenance* *Alterations* *Accessory Structures* *Mobilehome Residency Law*

Manufactured Home Sales Complaints

Advertising Contracts *Illegal Sales/Alterations
Fraud/Misrepresentation* *Escrows
Unlicensed Activity* *Non-Receipt of Title
Warranty Problems*

Employee Housing Complaints

Unsafe Drinking Water *Sanitation* *Substandard Conditions* *Overcrowding* *Light, Heat and Ventilation*

If you have a housing complaint, related to one of the three foregoing list, you may request assistance from the Ombudsman by completing and returning the one or more of the appropriate form(s). The MOBILEHOME PARK COMPLAINT, MANUFACTURED HOME SALES COMPLAINT and EMPLOYEE HOUSING COMPLAINT forms were designed to provide information needed by the Ombudsman to assist in resolving your problem. Instructions for completing these forms are on the reverse side of this page. Please read and follow the instructions carefully, type or print neatly, and provide all requested information. For additional assistance with mobilehome park or manufactured home sales complaints, please call the Ombudsman's toll-free number, 800-952-5275 or for the Employee Housing Program call this toll-free number, 866-784-6427.

Ombudsman Enforcement Authority

Alleged violations of the Mobilehome Parks Act (Act) will be referred to the appropriate enforcement authority for investigation. Although some parks are under the enforcement jurisdiction of the Department of Housing and Community Development, (Department) many parks are under local city or county jurisdiction. If an investigation reveals violations of the Mobilehome Parks Act, the responsible party (park operator or resident) will be issued a correction order. Failure to comply with this order may result in a referral to the appropriate District Attorney for misdemeanor prosecution.

Suspected violations of the Employee Housing Act (EHA) are forwarded to the enforcement agency responsible for enforcing the EHA. There are currently 13 counties enforcing the EHA within their jurisdictions. The Department enforces the EHA in the remainder of the California's cities and counties. If an investigation reveals a violation of the EHA the operator of the facility is issued a correction order. Failure to comply with correction orders may result in fines and /or civil penalties.

As stated previously, the Ombudsman does not have enforcement authority for the Mobilehome Residency Law. Requests for Assistance alleging violations of Mobilehome Residency Law will be referred to the park operator for voluntary compliance. If there is no response within 30 days, these complaints will be closed with no further action.

For complaints involving the sale of a manufactured home, the law provides that if the Ombudsman's investigation of your problem reveals violations of laws or regulations within this Departments enforcement jurisdiction by a manufacturer, dealer or salesperson, disciplinary action, such as license revocation or suspension may be taken. However, not all violations warrant such actions and a warning letter or civil citation may be issued to the licensee, which identifies the violation(s) and warns that recurrence will result in license disciplinary action.

If the investigation of a sale between private parties reveals violations, this Department may request the responsible party to take corrective action. If compliance is not obtained, the matter may be referred to the appropriate District Attorney for misdemeanor prosecution.

Not all mobilehome park, manufactured housing living or employees housing complaints are resolved by the Ombudsman. In addition to requesting assistance from the Ombudsman, you may wish to take a civil action or, in extreme cases, pursue a criminal action.

Instruction Sheet For Completing The Following Complaint Forms

HCD OL- 419 Mobilehome Parks Request For Assistance
HCD OL- 420 Manufactured Home Sales Request For Assistance
HCD OL- 421 Employee Housing Request For Assistance



MOBILEHOME PARK COMPLAINT, Use Form HCD-OL- 419 (Parks)

Section 1: You MUST provide your full name and address, even if you request that this Department not reveal your identity to your mobilehome park owner or operator. You may write the word ANONYMOUS after your name. If you are submitting the request on behalf of someone else. Enter your name first, then the name of the person for whom you are filing. Requests for assistance without this information will NOT be processed. **Section 2:** Identify the problem as it relates to *mobilehome park operation, maintenance, alterations, accessory structures and/or the Mobilehome Residency Law*. **Please be specific.** **Section 3:** Please read the certification carefully, then sign and date the form. If you do not want this Department to reveal your identity to your mobilehome park owner or operator. Please indicate this by signing the last line of the request for assistance. Unsigned requests for assistance will NOT be processed.

MANUFACTURED HOME SALES COMPLAINT, Use Form HCD-OL- 420 (Sales)

Section 1: You MUST provide your full name and address. If you are submitting the request on behalf of someone else, enter your name first, then the name of the person for whom you are filing. Requests for assistance without this information will NOT be processed. Please provide the other information as applicable. **Section 2:** Identify the problem as it relates to *advertising, contracts, escrow, fraud or misrepresentation, illegal sales or alterations, non-receipt of title, unlicensed activity or warranty*. Please be specific. **Section 3:** Use this section to identify the seller of the manufactured home. **Section 4:** Use this section to identify the manufacturer of the manufactured home. **Section 5:** Use this section to describe the manufactured home (includes a mobilehome). The "serial number" of the unit is assigned by the manufacturer and may be found stamped into the front of the chassis or hitch assembly, or on a data plate affixed by the manufacturer to an interior closed wall or cabinet surface. The purchase documents or your Registration Card or Certificate of Title, will also indicate the serial number. The "registration decal," which is 3" X 5" in size and red or blue in color, may be found affixed to the front of your manufactured home. NOTE: Manufactured homes installed on a permanent foundation, as a fixture to real property will NOT have such a decal. Some older manufactured homes may have a "license plate" similar to an automobile license plate. The "Department Insignia" or "HUD Label" is approximately 2" X 4" in size and may be found at the rear of the manufactured home. On some older manufactured homes, the insignia may be located near the front door. **Section 6:** Please read the certification carefully, then sign and date the form. Unsigned requests for assistance will NOT be processed.

EMPLOYEE HOUSING COMPLAINT, Use Form HCD-OL-421 (Employee Housing)

Section 1: Provide name, address, telephone number and location of housing/facility. **Section 2:** Provide detailed description of problem(s), i.e., unsafe drinking water, substandard conditions.

AFTER COMPLETION, MAIL TO: HCD-Office of The Mobilehome Ombudsman
PO Box 31; Sacramento, CA 95812-0031

DEPARTMENT WEB SITE ADDRESS: www.hcd.gov.ca

Please Note: Complaints are processed on a first-come, first-served basis, except for conditions of imminent health and safety hazards.

You may be contacted for additional information or for an interview if the Ombudsman needs more information. Should conditions change or additional information relating to your problem become available, please notify us in writing, or call Office of the Mobilehome Ombudsman at 800-952-5275 or the Employee Housing Program 1-866-784-6427.