

# **California Department of Housing and Community Development Mobilehome Park Inspections Audit Questions and Answers**

## **What is HCD doing to reduce the risk of unidentified health and safety violations in mobilehome parks?**

As affirmed by the California State Auditor, HCD meets or exceeds the goal of inspecting 5 percent of mobilehome parks annually. As the law requires, HCD determines which mobilehome parks to inspect based on health and safety complaints. HCD has broadened its selection criteria in order to inspect parks that have no formal complaints on file but haven't been inspected for health and safety violations in recent years.

HCD is also planning to better guide and document field monitoring visits in mobilehome parks.

## **What is HCD doing to help streamline the inspection process in mobilehome parks?**

HCD will provide training to inspectors and new standardized guidelines on common health and safety violations to improve the consistency of inspections and reports. HCD will work to provide timely information about the inspection process to mobilehome park owners and residents. HCD will also improve communication efforts to ensure park owners and residents receive information concerning their legal rights and available resources.

## **What is HCD doing to improve complaint inspections?**

HCD will provide staff and inspector training to improve communication with mobilehome park residents and owners. HCD will also monitor complaint timelines to ensure complaints are handled in a timely manner.

## **What is HCD doing to accurately assess workforce needs?**

HCD has altered its time reporting and data collecting practices to accurately track work performed in each program activity. HCD will also perform reviews to verify accuracy and consistency in data reporting.

## **What is HCD doing to maintain the high professionalism of inspectors and local enforcement agencies?**

HCD is reviewing mandated financial interest statements from inspectors to identify any potential conflicts of interest. HCD has established tracking and monitoring systems to ensure the responsible use of state vehicles. HCD is establishing internal investigation procedures regarding inspector complaints. HCD will also formalize procedures to monitor and evaluate local enforcement agencies in their oversight of mobilehome parks.