



THE Osta

Quarterly Review

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WINTER 2013

VOLUNTEER SPOTLIGHT

Ginger Walters



Married for 55 years to OSTA president Gary Walters, Ginger is the mother of seven children, the grandmother of 12, and the great-grandmother of four.

She is also newsletter editor, chapter treasurer, and activity director for the Myra Lynne OSTA chapter. She loves to cook and delivers meals to people who are sick or alone during the holidays, and she takes people to the doctor or grocery shopping. She helps Gary drive to district and state OSTA meetings and to visit parks.

Ginger grew up and attended schools in Jacksonville and married Gary when she graduated from high school. She was employed as supervisor of Genies' Recovery Center in Medford for 30 years.

Karal Sperry, a resident of Myra Lynne, has told us that not only is Ginger one of the hardest working people she's ever met, but that she's extra nice, too.

Lane District Fall Meeting Offers Useful Information

by Lynne Keith

The recent Lane County bi-annual district OSTA meeting at Lak-eridge of Eugene was led by District Director Charlie Ricker and hosted by Barbara and Tom Mitchell. Representatives Val Hoyle and Nancy Nathanson and John VanLandingham spoke about legislation, including efforts of a work committee revisiting a second Opportunity to Purchase bill for consideration in the 2014 Legislative session. Representative Nathanson said that the House Human Services Committee would meet in late November and that we could get an update on the introduction of the bill in February.

Also on the agenda for the new session is a reorganization of the Housing & Community Services agency, which oversees senior rental housing, weatherization, loans and manufactured homes. As it exists now, HCS overlaps other agencies. Representative Nathanson hopes that reorganization will strengthen the department. The Manufactured Communities Resource Center has been a part of HCS and may also be reorganized. MCRC is funded by a six dollar assessment on the property taxes of each home owner in a manufactured home park. Representative Hoyle, who has 34 MHPs in her district, pointed out that homes valued under \$15,000 are exempt from property taxes and that this exemption was renewed during the 2013 session for at least the next five years.

The three speakers answered questions from the floor about concerns, which include park closure, rent increases, and bad management. VanLandingham reminded people with concerns to check their park's Rules & Regs, their rental agreements, and also Oregon Revised Statutes Chapter 90. Questions about discrimination should be referred to the Fair Housing Council of Oregon. The Department of Consumer Business Services maintains park design, so may be helpful with such issues as speed bumps and fire hydrants. The question of manager accountability was discussed at length. It was suggested that OSTA encourage use of a Fair Housing Council hotline and enforcement of statutes.



John VanLandingham, shown advising Deborah Stampfli at the annual state meeting, also offered help at the Lane district meeting. Deb is from Wing-spread MHP in Ashland.

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From the Editor

Since there are landlords who believe residents of MH parks can't govern themselves, my husband and I wanted to see how the new owners, the residents, of Vida Lea Community Cooperative, were doing. It had been a year and a half since they had signed papers with CASA of Oregon and become the owners, responsible for themselves and their park. Were they squabbling among themselves, as some landlords had predicted? Had they let the park go to disrepair, as some landlords had predicted? You know which landlords we mean: the ones who lobbied so hard in the 2013 State Legislative session to prevent manufactured home owners from having an opportunity to purchase their parks.

We drove Hwy. 126 out of Springfield, along the McKenzie River to Leaburg and Vida to find the park, just off the road. Imagine our delight to see friendly faces, well-kept lawns blooming with flowers, attractive houses of various sorts, a clean and newly black-topped road edged with river stones, and a central lawn as a gathering place.

Dan Fountain, president of the Co-op board, showed us two new park model houses, the only homes for sale. Dan said no others were for sale because nobody wanted to move. A curving road up the hill led to several other manufactured houses, tucked back in the trees. Once the residents realized they owned the park, pride in the appearance of their places increased, and everybody dug in willingly to fix up their homes and some of the structural problems that had plagued the park in the past. "Everybody does their part," Dan said. We were impressed!

Park Purchase Committees—Are They Necessary?

An article in *The Californian*, the equivalent of our OSTA Quarterly Review, asks this question: "Have you written your park owners, telling them that the home owners are interested in buying the park?" Those who live in well-run parks, where the property is well maintained and the managers are friendly, may not think it necessary to write the letter, but the article points out several problems with this kind of thinking. Parks are bought and sold all the time, often to corporate investors, and many things can go wrong. Most commonly, the new owners do less maintenance while raising rents, and we shouldn't assume that because things are great today, they'll stay that way forever.

Your OSTA board urges every park to have a park purchase committee that writes a yearly letter to the park owner saying two things: (1) that the home owners are interested in buying the park and (2) that they want to be notified if the owners consider selling. Go to ORS Ch.90.800 to see existing laws on this subject.

From The President...*Gary Walters*

I want to thank everyone who came to the convention this year. I also need to thank my wife. I am not the best with a computer, so I really need her. I thought the speakers were great with lots of interesting information. I enjoyed the food and the pie which we never got before. Jane and her group were great as usual. You can find the words to the song they sang elsewhere in this issue. Southern Oregon members told me they enjoyed meeting the board and getting to see what they look like.

I went hunting for three weeks after the meeting. About 15 miles out of camp, I came to a spot where I had had luck other years finding deer and elk. There were 15 or 20 head of cattle milling around. That didn't bother me because I was raised around cattle. I hadn't got more than 25-30 yards down the ridge, though, when I turned and darn if those cattle weren't following me like a bunch of little puppies. So I went back and ended up coming home without getting either an elk or a deer.

Now Judy Morton & Charlie Ricker will tell a little bit about themselves, and since I won't get to talk with many of you until next year, have a happy Christmas.

Charlie Ricker Being a part of MH/OSTA has given me a chance to give back to others who might be in more need than me. I happen to be a pretty lucky guy, being retired now for over seven years with a wonderful wife and a house full of fantastic animals. Having shared my birthplace and date with Sylvester Stallone in Manhattan, NY, I later ventured to Rutherford NJ, where I barely graduated. My home town later became the residence of the New York Giants. After splitting my time with at least three years of activity doing upholstery and carpentry, and later selling real estate and insurance, supporting the physically challenged, dealing in casinos, being a member of the U.S. Marine Corps for 20 years, and spending several years taking college courses, I can honestly admit that I have not mastered any of those occupations, but I learned a lot!



Linda and Charlie Ricker

I have traveled a little over the years and have resided in Jacksonville, NC, San Miguel in the Philippines, San Diego, CA, several towns encircling Seattle, WA, and then Olympia, WA, and then Eugene, the birthplace of Linda, my wife, a graduate of St. Francis High School. After December 1 we will be living at Knoll Terrace Manufactured Home Community in Canyonville. My daughter lives in Nelson, New Zealand, with her husband, and my son is challenging the single lifestyle again in Kirkland, WA. I am extremely proud of both of them.

Judy Morton I am the administrator of our new blog. I not only designed and established our Internet blog, Blogging with MH-OSTA, but continue to add "posts," which are current bits of information, and "pages," including OSTA Reviews Upcoming Events, and a new Resources/Referral Guide. So far the posts have come from board members, but members are also welcome and encouraged to add information about chapter activities and their personal comments. Send to mhoassistant@gmail.com.



Judy and Jim Morton

I live at Woodland Park Estates in Eugene and am the Chapter President there. I used to work as a legal secretary and then as an administrative assistant. In my work I had many opportunities to learn computer applications. Now retired due to being disabled, I continue to use my computer skills as a volunteer. I also enjoy playing piano, singing karaoke with friends, and watching movies. I have a wonderful husband, and I love spending time with my kids and grandkids.



Help Needed Now!!! District Directors, Deputy Directors, and Area Representatives. Positions involve making phone calls and visiting parks to offer support and encourage membership. Training and guidance provided. To volunteer or get further information contact Gary, Rita, or Jane (see directory on p. 2 of this issue).



NOTES

[The annual meeting] was great and I took the copy of the song to do at our annual meeting. It is nice to be able to sit back and enjoy what you all are doing. Hope you all had good reports from folks in our area and can do it there again. *Carole Smith, wife of past president Terry Smith, Miller Estates*

Thank you for emailing the interesting Fall OSTA Review. I printed the ORS 100.306 for myself. Where can one get copies of the ORS for people in the park who do not have computers or even for those who are not members to show them how OSTA helps? We do not have a permanent Rep. now and it would be helpful. *Ruth Peterson, Terrace Lake, Salem*

Ruth: Everyone with a computer can find a copy of the Oregon Landlord/Tenant Statutes—ORS Ch. 90—on both our website and our blog or by Googling ORS Ch.90. Those without computers can call the Manufactured Communities Resource Center at 1-800-453-5511 and ask for a copy to be mailed. There will probably be a charge. We're looking for people to help out OSTA in the Salem area. If you know anyone who might be interested, please let us know.

For Chapters to Use—

The OSTA Quartet 2013 Theme Song



Kevin Groves , Jane Capron Rita Loberger, , Judy Morton

Andree Tremoulet

(Tune: "Music, Music Music—
Put Another Nickel In")

Tell a neighbor in your park
If they want to be real smart
They'll join with you and take their part
In OSTA, OSTA, OSTA.

We'll do anything for youse
Send you all our member news
As long as you keep paying dues
To OSTA, OSTA, OSTA.

Labor
To coax a neighbor
To join our group and when they do
We'll love them just as we love you.

We like to help you all we can
So we give a Helping Hand
You know your wish is our command.
We're OSTA, OSTA, OSTA.

You scratch my back, I'll scratch yours
We'll even help you with your chores
Give group hugs in threes and fours
We're OSTA, OSTA, OSTA.

Together
We gotta stick together
To see that we are treated right
And if we're not, then we will fight.

So get out there in your best suit,
Get out there and look real cute,
We challenge you now to recruit
For OSTA, OSTA, OSTA!



Manufactured Homes a Good Source of Affordable Housing, Page 14 of your Fall 2013 [OSTA Quarterly Review} is an excellent read and we have been privileged to hear some of the names mentioned in the article. As a retired hospital administrator, I am interested in promoting **Aging in Place**, which is being explored by Andree Tremoulet...and others. *Ken Squier, V.P. West, Association of Manufactured Home Owners, Federal Way, WA*

Helping Hand Thank You Notes

My left hand just below the thumb lost a muscle a few years ago and therefore turning doorknobs is difficult. I truly do appreciate the new door handles from Helping Hands! —
Toni Wolf, El Dorado,



Toni and Northern Director Rita Loberger



Sally Baker

Thank you for helping out through Helping Hands. This is a wonderful and for many a much needed program. It meant a great deal to me for you to accept the plumbing work under my kitchen sink! —*Sally Baker, Briarwood, Eugene*

Chapter News

Gainsborough, Eugene

Earl Koenig reports that residents are redeeming empty cans and bottles and donating the resulting cash to a fund for the poorest students at their adopted school, Howard Elementary. Not only are they helping the children to buy supplies, but they are also reducing the items going to the landfill.

SongBrook, Eugene

Ken Capron is serving as president pro tem until the March election of an OSTA chapter president, vacated by elected president Charlie Ricker, who is moving to a park in southern Oregon. Other officers are Carla Campbell, vice-president, Donna Burgess, secretary, Phyllis Kerr, treasurer, and board members Barbara Campbell and Jane Mickus. After the election Ken Capron will resume his place as a board member. Song-Brook recently elected a Committee of Seven to meet with the owners or his representatives once or twice a year to discuss park-wide concerns.

Meadow Park, Corvallis

Officers of the Meadow Park Residents' Association are, left to right in front, Judy McDaniel, secretary, and Nelda Kingsbury, treasurer, and in back, Maggie Polizzo, president, and Sarah Klein, vice-president. In the last issue of The Review we incorrectly listed Joan Shaw as vice-president. Joan is newsletter editor

Welcome Country Sunset, Bend

Residents joined together to form a new MH/OSTA chapter at Country Sunset MHP this fall and elected Debbie Pokorny president, Nichole Hebert vice-president, and Sandra Acura secretary. Members are making plans for chapter activities and for promoting the well-being of all in the park. They expressed appreciation for the help given them by District Director Charlie Ricker. We look forward to hearing more from this group.



Front: June Nelda
Back: Maggie Sara

Shadowbrook MHP, Clackamas

Shelly Watson is the first president of the newly formed Shadowbrook OSTA chapter. Serving with her are Alice Carlson as vice-president and Nancy Cissna as secretary. These officers will also spearhead the formation of a Committee of Seven. Shadowbrook is an ELS property that has been featured in past issues of the Review because of sinking ground that took a tree and a home with it into the creek below. The residents decided to organize to protect themselves.

Jacksonville Royal Mobile Estates

Dee Evers, past president, writes that six of the 12 current members of OSTA in the park attended the fall conference in Canyonville. She says, "Regrettably, our recently elected chapter president has had to resign due to family issues, but the V.P. is up for taking on the job. We put a notice in the September park newsletter regarding our Helping Hands project and had fifteen calls from residents needing assistance. We have recruited several male residents to help with heavy-duty projects as they arise." The chapter hopes to put together their first newsletter for distribution before the end of November. Officers are William Hampton, Jeanie Adams, Mona Rausch, and Kathy Gorham.

Miller Estates, Central Point

Terry Smith reports that residents donated \$840 for the 2013-2014 school year for the Adopt a School program at Central Point Elementary. All money goes to the two kindergarten classes for supplies, which will be ordered by Louise LaFoya of Miller Estates through school catalogs at a great savings. He says thank you to everyone at Miller Estates.

Sunset View, Brookings

Jan Henault, South Coast deputy director, tells us that Sunset View has quite a few new residents, who can be welcomed at the Christmas potluck on Dec. 14 or at the residents' meeting on Jan. 6. We hope they will also become new OSTA members!

Chapter News Continued

Welcome Applewood, Springfield

Applewood, a brand new chapter, just elected officers. Maggie Cooper is president; Mary Cleavland, vice president; Anna Benshoof, secretary-treasurer, and Vern Mielke, entertainment chairman. We hope to hear from them as they develop activities to encourage a unified community working for the benefit of all residents.

Welcome Scandia Village, Junction City Attending the annual meeting from one of Lane County's newest chapters, Scandia Village below left to right, Vice-President Donna Zabel, Norma Thompson, President Ruth Kiscoan, and Sharon Plumlee. Other board members are Secretary-Treasurer Louise Rogers and Joyce King and Hal Haight. With the help of B.J. Olafson, Lane Area Representative, the chapter has recruited many members.

Shady Acres/Salem Mobile Estates, Salem

We want to correct misinformation in the last Review: The chapter wrote their own bylaws without help from Lak-eridge of Eugene and Evan Dillon, not Pat Norman, is the secretary. We apologize for the error and thank Evan for calling it to our attention.

And Two More!

Rita Loberger reports that **Quail Hallow in Fairview** is reorganizing and will soon elect officers and that residents of **Johnson City MHP** will be electing officers for their new chapter.



"Donna Zabel Norma Thompson Ruth Koscoan Sharon Plumlee



Give "Blossom, A Fairyland Fable"
by Jane Capron for Christmas
Order from "CreateSpace," "Amazon.Com books Capron" or Jane \$9

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Contact Jane Capron, (541) 461-8919



Help Needed Now!!!

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RIGHT²KNOW Statute Study Guide**ORS 90.510**

(Save and Study at your next MH/OSTA Chapter Meeting)

Ch. 90.510**Rental Agreements, Statements of Policy, Rules & Regulations**

The Statute says: (1) Every landlord who rents a space for a manufactured dwelling or floating home shall provide a written statement of policy to prospective and existing tenants. The purpose of the statement of policy is to provide disclosure of the landlord's policies to prospective tenants and to existing tenants who have not previously received a statement of policy. The statement of policy is not a part of the rental agreement. The statement of policy shall provide all of the following information in summary form:

- (a) The location and approximate size of the space to be rented.
- (b) The federal fair-housing age classification and present zoning that affect the use of the rented space.
- (c) The facility policy regarding rent adjustment and a rent history for the space to be rented. The rent history must, at a minimum, show the rent amounts on January 1 of each of the five preceding calendar years or during the length of the landlord's ownership, leasing or subleasing of the facility, whichever period is shorter.
- (d) The personal property, services and facilities that are provided by the landlord.
- (e) The installation charges that are imposed by the landlord and the installation fees that are imposed by government agencies.
- (f) The facility policy regarding rental agreement termination including, but not limited to, closure of the facility.
- (h) The facility policy regarding informal dispute resolution.

- . - . - . - . - . - **Study Guide** - . - . - . - . - . -

First, What Is a Statement of Policy?

Title 10, Chapter 90.510 states that every landlord who rents a space must provide a written statement that tells the size and location of your space, zoning regulations, the federal fair-housing age classification (is the park 55+, 62 and over, family, etc.), and a rent history for the past five years. That last means you will know how much the rent has gone up each of the past five years. An exception would be if the park changes owners; then the rent history would start from the new owners' taking over.

Other points in the Statement include all the services and facilities the landlord will provide (think sheds and various types of maintenance), all the installation charges and fees you have to pay, the policy about terminating your residency and the owners' policy about closure of the park and/or sale of the park. The Policy Statement will also tell you your options if you have a dispute with the owner and need mediation.

- (i) The utilities and services that are available, the name of the person furnishing them and the name of the person responsible for payment.

(j) If a tenants' association exists for the facility, a one-page summary about the tenants' association. The tenants' association shall provide the summary to the landlord.

(k) Any facility policy regarding the removal of a manufactured dwelling, including a statement that removal requirements may impact the market value of a dwelling.

(2) The rental agreement and the facility rules and regulations shall be attached as an exhibit to the statement of policy. If the recipient of the statement of policy is a tenant, the rental agreement attached to the statement of policy must be a copy of the agreement entered by the landlord and tenant.

(3) The landlord shall give:

(a) Prospective tenants a copy of the statement of policy before the prospective tenants sign rental agreements;

(b) Existing tenants who have not previously received a copy of the statement of policy and who are on month-to-month rental agreements a copy of the statement of policy at the time a 90-day notice of a rent increase is issued; and

(c) All other existing tenants who have not previously received a copy of the statement of policy a copy of the statement of policy upon the expiration of their rental agreements and before the tenants sign new agreements.

The Statute says "Every landlord who rents a space for a manufactured dwelling...shall provide a written rental agreement, except as provided by ORS 90.710 (2)(d). The agreement must be signed by the landlord and tenant and may not be unilaterally amended by one of the parties to the contract except by:

The statement will contain information on utilities and services available in the park and who furnishes them (you or the manager) and who pays for them (you or the owner).

When you move into a park, you'll also be given a one-page sheet of information about your park's OSTA chapter or other tenants' association provided by the officers of the chapter.

New tenants must be given the Statement of Policy before signing a rental agreement. Existing residents on a month-to-month rental agreement must be given a copy with a 90-day rent increase notice.

A Rental Agreement isn't valid until both you and the landlord sign it. The landlord can't make changes to the agreement unless you agree to the changes or unless the state statutes are revised.

Mutual agreement of the parties;

(c) Those provisions required by changes in statute or ordinance.

(5) The agreement required by subsection (4) of this section must specify:

(a) The location and approximate size of the rented space;

(b) The federal fair-housing age classification;

(c) The rent per month;

(d) All personal property, services and facilities to be provided by the landlord;

(e) All security deposits, fees and installation charges imposed by the landlord;

(f) Improvements that the tenant may or must make to the rental space, including plant materials and landscaping;

(g) Provisions for dealing with improvements to the rental space at the termination of the tenancy;

(h) Any conditions the landlord applies in approving a purchaser of a manufactured dwelling or floating home as a tenant in the event the tenant elects to sell the home. Those conditions must be in conformance with state and federal law and may include, but are not limited to, conditions as to pets, number of occupants and screening or admission criteria;

(i) That the tenant may not sell the tenant's manufactured dwelling or floating home to a person who intends to leave the manufactured dwelling or floating home on the rental space until the landlord has accepted the person as a tenant;

(j) The term of the tenancy;

(k) The process by which the rental agreement or rules and regulations may be changed, which shall identify that the rules and regulations may be changed with 60 day's notice unless tenants of at least 51 percent of the eligible spaces file an objection within 30 days.

The Rental Agreement can include improvements that you must make to your space, including plants and landscaping.

It can also state rules regarding pets, the number of occupants allowed in the house, and information about how potential buyers are screened if you decide to sell your house and what improvements you must make before you leave.

Objection to proposed changes can be by individual letters or by petition but must follow the time guidelines and be signed by someone in each of the occupied home sites for a total of 51% of the residents.

NOTE: A violation of the rules may be cause for termination of a rental agreement. Also, not all rules and regulations are identical for all tenant

Clarification from Matthew Johnson, Attorney at Law Just wanted to point out that the information in the last newsletter about accommodation re service animals was confusing at best. The ADA does not apply to rental housing (or parks)! It is the Fair Housing Act that applies. The Fair Housing Act rules and regs. are much more "liberal" in what is defined or permitted as accommodation. The ADA rules allow only service animals, not "companion" animals. This is different from the rules under the FHA, which do allow companion animals. There should probably be a clarification printed.

First Eviction Notices Are Usually Warnings...

(Ed.'s Note: Mike Whitty, who has retired from writing the Right2Know column, responded as follows to a question from residents who were frightened by an eviction notice they received for breaking a rule. They wondered why they weren't given a written reminder or a warning instead of being told they had to leave the park.)

For all rule violations and for most statute violations the landlord has only a 30-day eviction notice as a remedy. An eviction notice (and the law) gives the tenant the right to cure and not be evicted by not repeating the violative behavior for six months. So, it is a warning. I repeatedly have landlords tell me that some tenants break the rules until they get the notice, regardless of toothless warnings, then six months and a few days later they break the rules again, garnering another notice.

It's really simple. Follow the park rules and don't break the law and you will never get an eviction notice. So [my advice is] know your park rules, obey the law, and be a good tenant. Tenants who break rules are not being fair to those of us tenants who do not break rules....

...But What If the Landlord is Being Unfair?

The remedy for tenants with managers who do not follow the law is court, or a complaint to Oregon Housing and Community Services. I have been told by others in OSTA that the [manager] training classes have helped a great deal. Maybe OSTA could write up actual situations where landlords ignore the law, look up who trained that manager, and send the written report to the trainer so that topic can be covered next time around.

—Mike Whitty, Director, OPMA (Oregon Park Managers Association)

Annual Meeting Draws Members to Southern Oregon

Gary Walters, MH/OSTA president, welcomed members and conducted the business meeting at the 2013 annual meeting this fall in Canyonville. Directors elected for the coming year are Walters, Rita Loberger, Chelsea Catto, Judy Morton, and Charlie Ricker. Their terms will expire in 2015. The terms of the other board members will expire in 2014. Any member interested in becoming a state board member can request an application, be interviewed by the board, and be appointed between annual meetings.

Financial Chair Lori Groves reported that total income for the year was \$26,700.17 and total expenses were \$18,828.73 with \$7,871.44 remaining to start the new fiscal year. The silent auction netted \$135, which will help finance the Helping Hands project. Donations are welcome for Helping Hands.

2013 State Legislature Passes the LL/Tenant Coalition Bill

by Chelsea Catto, OSTA Board; CASA of Oregon

John Van Landingham presented an overview of the manufactured home park issues in the 2013 legislative session, with a special focus on House Bill 3482A. The bill, which was negotiated over the course of the year by the Manufactured Housing Landlord Tenant Coalition and was ultimately

sent forth as a coalition-supported bill, focused on three main issues: billing of service or utility charges, maintenance of hazard trees, and mortgage loan origination.

The first topic, billing of utility charges, focuses on clarifying the due date of utility charges. The second topic, maintenance of hazard trees on resident spaces, defines what constitutes a hazard tree and outlines a landlord's responsibility around the maintenance and/or removal. The third topic, mortgage loan origination, allows a landlord with a limited dealer's license to sell up to five landlord-financed homes in their park within a 12-month period, not to exceed twelve homes cumulative total. After some negotiation at the State Legislature, the bill was passed and signed into law by Governor Kitzhaber effective January 1, 2014.

Two other legislative issues of particular interest that were not a part of the coalition bill focused on a continuation of the tax credit for manufactured housing residents displaced by closure and a continuation of a state capital gains tax exemption for landlords who sell their parks to a resident cooperative, a Housing Authority or another non-profit organization. Both of these were extended to 2020.

One other issue is residents' opportunity to purchase their parks when the park owner wants to sell. Rep. Nancy Nathanson introduced HB 3007 last session and landlords opposed. Legislators agreed to refer the issue to an interim work group which is to report back to the legislature in February, 2013, hopefully with a compromise, a jointly-supported bill.



John Van Landingham and group



Shirley Botham and Mona Rausch



Russ Mullen, Linda Walker



Lori & Kevin Groves, Chelsea Catto



Pat Delony



Val Jean Pease

Program Highlights Include Information from MCRC's Ken Pryor by Mike Berg, SongBrook, Eugene

Ken Pryor, Program Coordinator of the **Manufactured Communities Resource Center (MCRC)** spoke to attendees about the resources and services available through the center. The program staff provides services and information to residents and landlords of manufactured dwelling parks to promote cooperative community relationships and positive dispute resolution alternatives to the court system. Their motto is "We help people talk to each other."

Funding for the MCRC is provided through an annual assessment of \$6 for each manufactured home on rented or leased land, as well as a \$25 annual park registration fee paid by landlords of Oregon manufactured home parks.

Through the MCRC, community members can learn about fair housing laws and their rights and responsibilities under Oregon's landlord and tenant law. On the MCRC website there is access to a variety of resources, including Oregon statutes and administrative rules related to manufactured home parks, links to landlord and tenant associations in Oregon, and a comprehensive directory showing all manufactured home parks in Oregon. There is information about space vacancies and contact information for each park. Landlord training and park registration status can also be found.

In cooperation with the Oregon Housing and Community Services (OHCS) program, the MCRC works to support the preservation of manufactured dwelling park communities in Oregon by facilitating resident-owned cooperative ownership of parks that might otherwise close.

Free mediation services and communication skills training for both landlords and tenants are available through the program. The MCRC staff is available to provide tenant rights education and will visit parks if asked. They will also support residents with park meeting facilitation. There is no charge for the service.

The website provides information about the benefits of mediation and how to go about engaging a mediator from a Community Dispute Resolution Center at no charge. Go to oregon.gov/ohcs/Pages/MDP_Manufactured_Dwelling_Park_Services_Oregon.aspx or contact Ken Pryor, Phone: (503) 986-2127 E-mail: ken.pryor@hcs.state.or.us



Ken Pryor

Mary Santure Debbie Stampfli
Rita Loberger

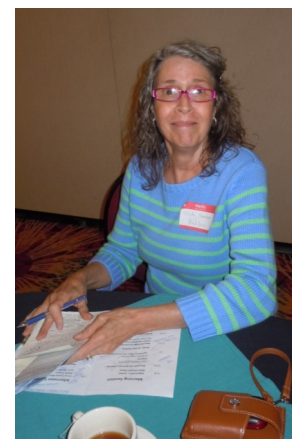
ReHome Oregon Is a New Program Worth Attention by Carene Davis-Stitt, FalconWood Village, Eugene

Karan Reed, Housing Director, for NeighborWorks Umpqua talked about ReHome Oregon, a co-operative group that assists Curry County families to have healthy safe homes. Curry County, located in extreme southwest Oregon, has more than 3500



Carol Smith Paula Chambers

manufactured homes. About half of these were built before 1980, and over 650 of these are in dire need of repair or replacement. Most of the people living in these substandard homes have fixed or low incomes. The older homes have bad insulation, asbestos, mold, and decaying floors. ReHome Oregon, focused on helping Curry County families strive for homes that are more habitable, is a collaboration between local businesses, non-profits and various government agencies including Curry County, NOAH a statewide non-profit corporation that



Judy Sanders

provides financing and technical assistance, USDA Rural Development, and NW Energy Works.

Help is provided in a variety of ways. Some is in the form of low interest loans, other through grants or loans that do not require monthly payments but rather let grantees to pay back loans when they sell their homes. Money is also available to low-income families through Individual Development Accounts, which allow people save towards a set amount through matched savings funds from a number of private or public sources. ReHome Oregon is currently available only in Curry County and for manufactured homes that are on private property. The county is currently applying for grant funds that will allow repairs to be made to homes in mobile home parks. A Curry County resident seeking help could find information at: rehomeoregon.org. Residents of Curry, Douglas and Coos County that want to know more about NeighborWorks Umpqua can go to: nwumpqua.org.

We Have a Show and Tell about Ductless Heat Pumps

by Lynne Keith, Falcon Wood Village, Eugene

Tom Hewes and Jeff Pratt from Northwest Energy Works, described ductless heating/cooling systems for manufactured homes. NEEM, the Northwest Energy Efficient Manufactured Housing Program, certifies these as energy star, green home and earth advantage units. One unit covers 1600 square feet. Circulation is thermodynamic, e.g., like a wood stove. Studies indicate 97% of buyers are extremely satisfied and rebates are available from electric companies, the State of Oregon, and the federal government



Bob Kee

Attorney Matthew Johnson Answers Members' Legal Questions

The final program presenter was Matthew Johnson, Eugene attorney and OSTA board member, who collected questions from members attending and discussed problems they had encountered. He encouraged having strong OSTA chapters in order to meet challenges within parks. He encouraged residents to produce a park newsletter and not just rely on what they read in a landlord's newsletter. He reminded members that if a manager notifies resident of a rule violation and accept their rent checks for three months, that rule is "waived" and the residents can go on breaking it.



Matthew Johnson Gary Walters

A highlight of the meeting Is a performance by the OSTA Quartet

Rita Loberger, Andree Tremoulet, Judy Morton, Jane Capron, and Kevin Groves sang "OSTA OSTA OSTA." The fact that five people makes a quintet, not a quartet, was completely immaterial. Next year there'll be a kitchen band performing with Judy as the chanteuse, since she's the only one who can carry a tune. The lyrics are reprinted in [blogging with mh-osta](#) for those of you who'd like to perform for your chapters.

Auction Items Bring in \$135.50 for Helping Hands

There were fewer items for the silent auction this year. Baskets and other items came from Shadowbrook MHP; Falcon Wood Village and Judy Greer; Myra Lynne MHP and Gary and Ginger Walters; Kevin and Lori Groves; and SongBrook MHP, and SongBrook residents Donna Burgess, Jane Capron, Pat Negus, Gwen Hershisier and Linda Ricker. Successful bidders included Nancy Cissna, Bill Hampton, Matthew Johnson, ValJean Pease, Bob Kee, and Ginger Walters.



Jane Capron, Carene Davis-Stitt



Dee Evers

Ask Anndy

Dear Anndy,

I'd really like to know the difference between mediation and arbitration. These are big words that might make a big difference to me if my manager and I have a disagreement and need dispute resolution. Do I have a choice of which I get?—Anticipating Problems

Anndy says:

Many people mix up mediation and arbitration. What a mediator and an arbitrator share in common is that they're both neutral people outside the conflict situation. What's different is how the decision is made. In arbitration, the arbitrator would listen to you and your manager, and then decide what you both should do. In mediation, the mediator helps you and your manager to figure the best solution for both of you. In other words, you and your manager will decide who should do what.

Let's say you and your manager are having a dispute about money owed. An arbitrator would look at the bills and the payment dates, and would conclude that you owe \$120, due November 30. A mediator would ask you both about what happened. You might say that the holiday made the mailed payment late so there should be no late fee; or maybe you had to pay extra for medical treatment that month but could make payments on the money owed the manager. The manager might realize there was an error, or might remember when she had an extra financial burden on her. The mediator would help the two of you come up with a plan that would work for you both. For instance, maybe the agreement is for you to pay \$30 on December 1 and \$30 on January 1 and the manager would accept that as full payment. Mediation solutions can be adapted to work with both people.

It's your choice whether you use a mediator or an arbitrator, unless your park agreement specifies one or the other. Most parks are served by community mediation programs for little or no fee for mediators. You probably would have to pay for an arbitrator, unless you have a good impartial person for no cost.

Dear Anndy,

My neighbor and his wife argue a lot, so he goes out and sits in the car for hours playing the radio full volume, I guess so he can't hear her shrieking at him. I can't stand the noise from either of them. The manager says nobody else has complained and as long as they don't disturb me before 7 a.m. or after 10 at night, nothing can be done. Is that true?—Too Close for Comfort

Anndy says:

This would be a great opportunity for a mediated solution, since the noise is so disruptive for you, and there are no rules for noise during the day. Here's how the mediation approach would work: You'd call Mary the Mediator, and you would explain to her that the arguing bothers you, that the woman's shrieking is painful to hear, and then the car's loud radio is so loud that you can't even open a window or take a nap. Sometimes Mary the Mediator might help you figure out how you could talk directly to your neighbors to solve the problem. In this case, you agree to mediation, and so Mary the Mediator calls your neighbors. One possible result is that they're so embarrassed that the two of them sit down and figure out how to stop yelling at each other. Another possibility is that you all agree to meet and figure it out in a mediation meeting. There the mediators would provide a safe and productive place for the conversation. "No shrieking" might be one ground rule, for example. The mediation conversation could of course go many ways, depending on you and your neighbors. Let's pretend your neighbors can't give up arguing, but they do agree not to argue in the mornings, and if you hear them you should call them and they would stop



Anndy Wiselogle



Kids' Space

by Jacqueline Capron-Allcott

What Kids Really Want for Christmas

Although some of these gifts might seem unrealistic, they are the truth, and I hope they will give you an idea of what your children and grandchildren are interested in this year. I conducted these interviews at my church, so they are accurate and current. They also have a large age range (from six to seventeen), so that should be a help.

Katherine Smith, Age 6: A camera (a REAL one, not a fake one that is all different colors) and a laptop.

Margaret Smith, Age 8: A ginormous remote control helicopter.

Lynna Black, Age 9: An iPhone.

Steven and Allison Hauk, Ages 10 and 6: Gum. Elijah Hix, Age 13: Fiddle, Laptop.

Camille Hix Age 8: The world's largest gummy bear (three toned; red, green, and blue). Carter Capron- Allcott, Age 17: Masters of the Universe DVDs. Jacqueline Capron Allcott, Age 11: Bed-spread/ Comforter from *PBTeen*, Claire's Giftcard.

As you can tell, this generation is very interested in technology. It is very popular among the masses. Most children these days all have an Apple device in their own possession, and those who don't are, well, hoping for one for Christmas this year. I hope this article gave you ideas of what to buy your children or grandchildren for Christmas this year.

Thoughts on Aging— Hospice



I didn't want to hear the word, but the doctor said it anyway, hospice. We already knew that referral to hospice care follows a diagnosis that predicts fewer than six months of remaining life.

Our doctor had reviewed the results with us from a series of medical tests and consultations on behalf of my wife of 67 years, and concluded that her condition is inoperable cancer. Our family had long ago agreed that neither she nor I were to permit any heroic measures to merely prolong life. The doctor asked that we review our decision, consult with family, and confirm our decision to him.

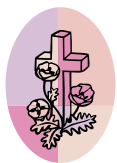
We are now three months into our experience with our hospice team, and it has been very positive in our two primary objectives: remaining in our home and focusing on her continued physical comfort.

Hospice services typically include:

- WEB MD.com
- Basic medical care, with focus on pain and symptom control
- Access to your hospice team at any time
- Needed medical supplies and equipment
- Counseling with patient/family for emotional and spiritual issues
- Guidance with issues of life completion and closure
- A break (respite care) for caregivers
- Volunteer support, such as delivering meals and running errands
- Counseling and support for family after completion of life.

Our team consists of a registered nurse, a medical social worker, a chaplain, a home health aide, and our primary doctor, who referred her to hospice. As yet, we have not felt need for more than the basic medical care through the nurse and certain provided medications to reduce pain level. It is comforting to know that the added services are there on call as her condition weakens. For those who did not know, these services (condition-related) are provided through Medicare and our supplemental insurance.

We remain conscious that the referral to hospice was based on a prediction of fewer than six months. It could well be longer. We are fortunate that her mental faculties remain sharp and she continues to show interest in the world within and outside our home. We have this time to prepare for the worst, anticipate the best, and reflect on a long life together and with our family.



(Ed.'s Note: Gus lost his beloved Lela on Nov. 5, after this article was written. We extend our condolences to Gus and his family.)

NMHOA 2013 Convention Report

from Rita Loberger, Oregon's MH/OSTA Delegate

The National Manufactured Home Owners Association met in Denver. Friday evening we gathered for dinner and networking, and Saturday morning we convened at 8 a.m. for introductions and a welcome by Ishbel Dickens, Executive Director, and Lois Parris, President.

Our morning speaker, Susan Bond, presented a power point show on how to use the social media. She said that social media can build community, improve public relations, increase networking and improve website traffic with programs such as Facebook, Twitter, and LinkedIn. Perhaps one or two of our members skilled in social media would like to contact me for further information

During the morning break, I talked with Carolyn Carter, an attorney, of the National Consumer Law Center in Washington DC and one of our guest speakers from last year. Carolyn works on bills that become Federal laws regulating manufactured housing communities. It was good to hear her recognizing the work of our Oregon MH/OSTA.

The 10:30 to noon presentation featured Kevin Borden, Howard Banker, Pam Bournival, and Lorraine Daniel. They spoke on national trends for manufactured home owner organizing. Kevin Borden is currently employed as a senior organizer with the Center for Community Change and has been working tirelessly with the groups who reside in ELS (Equity Life Style) properties. Howard Baker is the Executive Director of the Fair Mortgage Collaborative, a non-profit, to assist low income and minority homeowners avoid predatory loans and gain access to safe and fair mortgages. Pam Bournival and Lorraine Daniel from Colorado Springs are both residents of ELS communities and related their experiences this past couple of years and stressed choosing our allies carefully, suggesting veterans' groups, faith organizations, AARP, and unions. Oregon has four ELS properties, with Shadowbrook in Clackamas being our latest OSTA chapter.

Colorado State Sen. John Kefalas was keynote speaker during lunch. From the Colorado Springs area, he works towards manufactured housing owner rights and laws. He suggested we build a relationship with the elected officials and keep those communication lines open.

Don Elmer has been working with social change organizations for many years and is employed by the Center for Community Change as a consultant and coach. Under Don's tutelage, we spent the afternoon interacting with partners and groups to teach ourselves how to approach different situations and achieve our goals. Boards alone cannot do what an organization or chapter can achieve. Within a group or chapter, you know your membership and their strengths and weaknesses. Leaders can be used as coaches and trainers much like our district directors. By sending reps to conventions, more information can be harvested and disbursed to members. Again working with allies will help us gain power.

The next morning's session was led by Ishbel Dickens, executive director, and Don Elliott, a director with Clarion Associates of Colorado. His practice focuses on land planning and zoning, growth management and urban development issues. Together, they worked with local elected officials and wrote a draft for the city of Ft. Collins to plan ahead for the park closures and relocation plans for the families affected by land development and events such as the flooding issues that have recently occurred in parts of Colorado.

Elected to serve NMHOA for the next year were Lois Parris, President; Jess Martinez, VP; Myra Close, Treasurer, and Lori Dibble, Eastern VP; Jack Devore; Midwest VP, and Kylin Parks, Western VP. I felt very proud to represent MH/OSTA. Oregon's Chapter 90 is one of the most extensive sets of landlord/tenant laws in the nation. We can be proud of the work we do to promote laws to protect us.



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MH/OSTA Vision

Be the place that the owner of a home in any Oregon manufactured home park:

- Calls for help and directly, or by knowledgeable referral, receives the help they need.
- Trusts to protect and enhance the security, affordability, and quality of their housing choice.

MH/OSTA Mission

Continue to grow a membership network of park homeowners who are increasingly better organized and able to provide and promote:

- Ready access to park homeowner education and information;
- Awareness, protection, and development of park homeowner rights;
- Connection to park homeowner support services provided by others;
- Preservation of manufactured home ownership as affordable housing.

*We are stronger together
than we are alone.*



If a friend or neighbor gave you this copy of
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osta **REVIEW**

And you would like to start receiving a quarterly copy, it's easy!
Just become a member of MH/OSTA, for #30 a year (the equivalent of \$2.50 a month) you'll get the OSTA Review, plus a whole lot more!

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