



THE osta

Quarterly Review

VOLUME 38 NO. 1

WINTER 2016/2017

MH/OSTA Seeks Members to Join State Board

Over 80 MH/OSTA members, meeting for the third consecutive year at the Village Green in Cottage Grove, elected directors to guide them through the 2016-17 year. Rita Loberger, vice-president, served as M.C. and conducted the morning business meeting, stressing that more members are needed to serve on the board. Minutes of the business meeting can be found on page 2.



Greeting attendees at the check-in table were Rita, treasurer Judy Morton, and member Jane Mickus from SongBrook MHP in Eugene. Tending the silent auction table was Joy Serkowney, also from SongBrook.

Jo Anne Downey has provided a synopsis of the morning's mediation session with Marlena Berram, the executive director of Your Community Mediators of Yamhill and coordinator of the OSTA Quarterly Review mediation column. Presenting with Marlena was Chip Coker, executive director of the Lane County Dispute Resolution Center. Upon the request of several attendees, we're republishing contact information for all the state mediation centers. See page 11.

Following a buffet luncheon, "Torchy" Morton and Warren "Frankie Boy" Pritchard ushered in the afternoon session with a rendition of the Ella Fitzgerald song "Blues in the Night." Instead of a man doin' her wrong, Torchy let us know it was a landlord that she couldn't trust. Then Charlie Ricker from Knoll Terrace in Canyonville, Nancy Inglehart, board member from Gresham, and Donna Winchester from Columbia Greens in Albany encouraged everyone to be organized in their parks and work towards enforcement of the Chapter 90 statutes that govern our lives. Nancy reviewed the successful program in Washington State, that is administered through the attorney-general's office. While it will take time to get enforcement for Oregon, the three members urged attendees to contact their



"Torchy" and "Frankie Boy"
Judy Morton and Warren Pritchard

legislators to let them know how important enforcement is to our well-being. The afternoon session included another musical offering about two greedy landlords. This was followed by remarks from John VanLandingham, Lane County Legal Aid attorney and OSTA board member. Tom Mitchell from Lakeridge in Eugene reports on this presentation on page 9.

Guests included Taylor Smiley-Wolfe, House Speaker Tina Kotek's housing policy advisor, and Jen Corbridge, the legislative aide to Rep. Keny-Guyer, the housing committee chair in the House of Representatives. Both women were in attendance to hear our concerns. Letters offering their impressions are included in this issue in "Notes in Our Mailbox." The Helping Hands silent auction results are also included on page 14.



MH/OSTA
Manufactured Housing / Oregon State Tenants Association

The *OSTA Review* is published quarterly by Manufactured Housing/Oregon State Tenants Association. MH/OSTA does not necessarily subscribe to all statements or opinions published herein. No portion may be reprinted without the expressed permission of MH/OSTA.

Statewide Toll-Free Phone
(800) 423-9371

Mailing address:

PO Box 24958, Eugene, OR 97402

www.mh-osta.org and [blogging with mh-osta](#)

MH/OSTA STATE DIRECTORY

Rita Loberger

Board Member-President

North District Director

(503) 968-7084 rloberger@comcast.net

Gary Walters

Board Member-Vice President

Southern Area District Director

(541) 772-9037 gwalters877@gmail.com

Jane Capron

Board Member-Secretary

OSTA Review Editor, Lane District Director

(541) 461-8919 capron.jane@gmail.com

Judy Morton

Board Member, Treasurer, Admin Assistant

(541) 729-9684 mhoAssistant@gmail.com

John VanLandingham

Board Member

(541) 485-1017 ext. 138 johnvl@lclac.org

Chelsea Catto

Board Member

(503) 537-0319 ext. 300 chel-seac@casaoeforegon.org

Matthew Johnson

Board Member

(541) 485-7769 mjohnson@efn.org

Jo Anne Downey

Board Member

(541) 606-6560 moonjade82@gmail.com

Peggy Pound-Wilson

Board Member

(702) 336-1205 Peggy6324@aol.com

Nancy Inglehart

Board Member

(503) 756-3795 n.inglehart@comcast.net

From the Editor...

With final resolution about the future of the Manufactured Housing Landlord/Tenant Coalition still undecided because of disagreement about enforcement of the Chapter 90 statutes, it was a pleasure to get some good news in time for Thanksgiving. The Network for Oregon Affordable Housing (NOAH) has received a Meyer Memorial Trust grant to fully fund a study of preservation of affordable housing, focusing on manufactured housing community preservation and home replacement. Nationwide, Oregon is considered a leader in improving manufactured home communities through aging in place programs, affordability, energy efficiency, asset building, and access to fair housing. Our reputation has been built over the years by the work and dedication of OSTA's John VanLandingham and CASA of Oregon's Executive Director Peter Hainley and MH Cooperative Development Program Director Chelsea Catto, who is also a director on our OSTA board. This grant will enable us manufactured homeowners to hope for progress in rebuilding and/or replacing homes in disrepair and keeping manufactured housing communities intact. Your support of MH/OSTA, is helping promote a national movement to promote manufactured home communities as an affordable and desirable housing option.

MH/OSTA Annual Membership Meeting October 1, 2016

The 2016 annual meeting convened at the Village Green Resort and Gardens in Cottage Grove, Oregon, at 10 a.m. on Saturday, October 1, with 85 people attending. The business meeting began at 10:10 a.m. Rita Loberger, vice-president, welcomed attendees and conducted the meeting.

Judy Morton, treasurer and financial chair, reported that we ended the fiscal year—Oct. 1 2015-Sept. 30, 2016—\$150 under the budgeted \$24,400.

Rita appealed to members to consider applying to be a board member by submitting an application and a resume. Both she and the secretary have application forms.

The election of directors followed with Gary Walters and Jane Capron being re-elected to serve an additional one-year term. Nancy Inglehart, appointed by the board in April, was elected to serve a two-year term. Peggy Pound-Wilson, Matthew Johnson, John VanLandingham, and Jo Anne Downey were re-elected for two-year terms. The board now has 10 members. The MH/OSTA by-laws allow for a total of 17 board members.

Rita presented a charter to Beverly Lyell, the president of our newest chapter, Riverview Estates in Roseburg.

Business was concluded by 10:35 for the day's program. Rita adjourned the annual meeting at 3:05 p.m.

Jane Capron, Secretary

From The Presidents...

Gary Walters & Rita Loberger

Hi Folks,

We elected board officers at our meeting in November and I did not run for president. I leave you in the capable hands of our new president, Rita Loberger. I have had the privilege of chairing the board for how long I don't remember, but I will say that the board members are a great group of people. I missed the convention this year as we had car problems, but a few hundred dollars later we had the problems fixed, so we'll see you all next year. Stay safe during the holidays and be good so Santa will give you a nice present under the tree. Take care and don't forget to look in on your neighbor as they may need a helping hand.



Gary

A very appreciative thank you to Gary who has led us well these past few years and for his support as our new vice-president. Jane and Judy have been re-elected as secretary and treasurer.

A suggestion: When managers just verbally give their okay for that fence, that color of paint or that little plot of raised garden space in your yard, the best way to address these changes is to immediately sit down and write the managers either an e-mail or letter stating the changes you had discussed and give them a short time frame to verify your agreement.

For example: "Mr/Mrs. Manager, recalling our meeting of this afternoon (date this correspondence) we discussed the addition of the shed (of said description and dimensions) I had wished to place on my lot # ____, you gave permission to have it installed as of (date here). I will proceed with this installation unless I hear from you within the next two days at which time it will become an amendment to my present lease."

I would send a copy of this to the manager and to the regional manager/owner. Perhaps even a copy to the elected officials showing the lack of written documentation that should have been made to your lease. We need to have documentation to keep our contracts accurate and encourage these owners/managers to conduct business in an administrative manner.



Rita



Rita Loberger presenting the Riverview Estates in Roseburg Charter to Beverly Lyell

INSIDE THIS ISSUE...

| | |
|---|----|
| 2016 Annual Meeting Minutes | 2 |
| Chapter News..... | 4 |
| Chat Room..... | 6 |
| Community Conflict Resolution | 11 |
| From the Editor..... | 2 |
| Guidelines to conducting OSTA meeting | 15 |
| Helping Hands | 12 |
| Mediation..... | 10 |
| Notes in Our Mailbox | 14 |
| Poets Place | 14 |
| Right 2 Know..... | 7 |
| Thoughts on Aging | 13 |

Chapter News

Riverview Estates, Roseburg

from Dianna Moore, Chapter Secretary



The newest OSTA chapter is Riverview Estates, which began organizing at an August meeting at the senior center in Roseburg. Twenty residents attended and the 15 who had joined OSTA elected, left to right, Duane DeFrees, Vice President; Dianna Moore, Secretary; Beverly Lyell, President, and Corinne McCullough, Treasurer. Guest speakers were from the Umpqua Neighborhood Works-Umpqua program and Charlie Ricker, acting as Douglas County District Director of MH/OSTA. Many issues were discussed. Plans include electing a Committee of Seven at Riverview and writing bylaws for the newly formed chapter.

SongBrook, Eugene

from Jane Capron, Chapter President

Candidates for the 14th District Legislative seat in the State Legislature, Kathy Lamberg (Rep.) and Julie Fahey (Dem.), spoke at our semi-annual chapter meeting this fall to tell us how they would support manufactured home owners who rent the land under our homes. We encourage other chapters to invite their district legislators to speak at chapter meetings.



Barb Prentice and Julie Fahey

Arrowhead MHP, Salem

from Sue Rembert, Chapter President



Those pictured are, left to right, Wayne Weber, vice-president; Suzanne Cook, secretary; Sue Rembert, president; Lynda Simmons, treasurer, and Rita Loberger, state vice-president and installing officer.

On a rainy Saturday afternoon in late September, members of the newly formed Arrowhead MHP in Salem gathered for the charter presentation and officer installation of the 44+ member chapter. Members organized to protect their rights of home ownership in this IPG owned-park. By learning more about their legal rights and responsibilities under ORS chapter 90, residents will continue to grow their chapter and work together not just with one another, but on a state-wide level to challenge owners who lack knowledge of their limitations under Oregon State Law.

Sunset View, Harbor

from Jan Henault, Chapter President

We have new managers who seem to be doing a good job. One of our residents suffered considerable damage to her home when an 80-ft. pine tree fell on it during a tremendous storm in the middle of October. Luckily, although she was home, she was not hurt. We are all learning a lot about insurance because of her experience. We will be having a Christmas Party in December. Since we don't have a clubhouse, we have events at the fire hall not far from here. During these get-togethers, we have short meetings and always provide information about MH/OSTA and encourage folks to join. We meet officially only twice a year now.

Chapter News Continued

Eldorado Villa, Tigard

from Rita Loberger, Chapter President

Homeowners met the recently to hear guest speaker John VanLandingham clarify the legal questions many of them had regarding the infamous "four-corner walk around inspections."

Cal Am, a Costa Mesa based company, with eight parks in Oregon have received nation-wide media coverage over their most recent inspections. Residents of Heritage Village in Beaverton have been told to remove air conditioners from their windows, lattice from their homes and years-old fences. Those in Lakeside, a Salem park of 220 units, were given 140 eviction notices through the attorney representing Cal Am. Inspections here in Eldorado were started in September and "only" 14 homes have been cited for repairs. We pointed out that we had never agreed to many of the rules they were now trying to enforce. By standing together as a community, we were able to require them to discontinue these inspections. I feel that we are being able to shut down this illegal process because so many of our homeowners know their rights.

Terrace Lake, Salem

from Bernadette Murphy, OSTA Representative



Jan Seeley, HOA president at Terrace Lake, enjoys a light moment at the annual state meeting.

Our August annual garage sale was another huge success with more than 40 homes participating. Several animals were adopted from the various animal organizations that spend time during this event.

I attended my first annual state OSTA meeting and was impressed by the information presented. I was also able to hear what other park residents are going through with their management companies/owners and realized how lucky I am to be living here. I shared this information at our monthly homeowners' meeting. Terrace Lake is also trying new ways to recruit OSTA members, so I have started calling on residents, especially new ones, and giving them a welcome packet, which includes a copy of the quarterly newsletter.

In January our committee of 7 will start a "rule of the quarter" in our monthly newsletter to gently remind all residents what the rules are and the importance of following them.

Pacific Village, Medford

from Shawna Huggins, Chapter Secretary/Vice-President

On moving day, when the movers and moving trailer that Lloyd and Rita had scheduled failed to show up, the call for help was put out. Within fifteen minutes two trucks, a trailer, and six strong men (neighbors) were helping the couple move to another site within the park. Thank you to everyone who gave up part of their weekend to help our neighbors. This is the community we have all built. This is the strength we have. Thank you John, Dave, Corey, Justin, Kaleb, Matthew, Marilyn, Shawna, and Rita and Lloyd's family. Over the summer our roads received a tar coating. The kids took advantage of the *no car zone* to have a bike and scooter party.



This is how we rock and roll at Pacific Village

Chapter News Continued**Miller Estates, Central Point***from Terry Smith, Chapter President*

In the past several months we have gained eight new (NHOA) members. Glen and Peggy Argo work on the membership committee with Carole and me, greeting new residents with a welcome basket and information about our community. We all enjoyed a Fall Festival party and look forward to the annual Christmas party. Also, Miller Estates ladies enjoy a monthly luncheon.

Our chapter donated \$582 and Louise LaFoya donated \$248.14 to our adopted school's two kindergarten classes at Central Point Elementary.

Miller Estates participated in the "Mercy Flight" ambulance program again this year. We receive discounts because we handle all of the collection and do the paperwork for Mercy Flights. For \$63.00 a year we're assured of ground and air ambulance service.

In September five guys from Miller Estates picked up garbage along Scenic Avenue, our adopted street. This is our second year in the program which requires a quarterly clean-up. Look for us out there again this month.

We're proud of resident Jeannette Hopkins, who raised \$2,226.00 for the Fight against Alzheimer's by completing this year's walk and being the top money raiser.

OSTA Chat Room**Jane Capron, Your Host*****If you found \$1,000, what would you do with it?***

I'd try to find the owner for about a week, and then I'd quit reading the lost and found column in the newspaper!

—Linda Walker, SongBrook, Eugene

When I was a kid I found \$20. My folks made me wait a week to see if anybody claimed it. After that I had a great time at the toy store. Now if I found \$1,000, I'd put it in my pocket.

—Ron Prentice, SongBrook, Eugene

I'd run an ad in the local paper saying I found cash and you give me amount and approximate location and denominations and I would turn it over. I'd wait about a month then if I didn't hear, put half towards autism research and rest I would donate to a homeless veteran cause.

—Deb Thorsted, Creswell Court, Creswell

I would probably put it towards getting a new hearing aid, which I have been putting off because of the cost (\$2000). If not, then it would go for Christmas gifts to my family and friends

—Dee Evers, Jacksonville Royal Mobile Estates

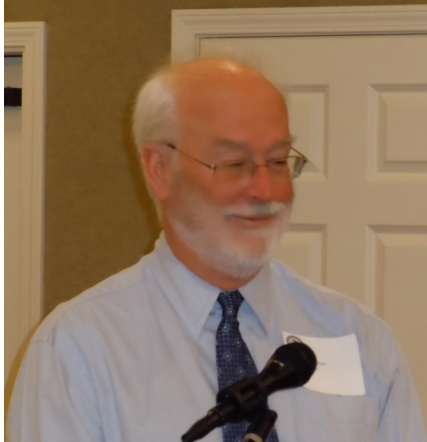
If I found \$1000, I would head to Florence for a few days to watch for whales and shop at the thrift stores, unless my practical side took over and told me to put it in the bank for a rainy day.

—Diane Scott, Golden Oaks, Springfield

Jane Replies: Research has shown that up to 75% of us would have trouble coming up with \$1,000 for an emergency. That means we would have to borrow the money, use a credit card, or rely on other family members to help us pay bills, like the rent. It is said that between \$250 and \$750 in savings could keep people from being evicted from their homes or having to go on public assistance. So I think Diane's practical side is giving us excellent advice!

RIGHT²KNOW

Chapter



Information from John Van Landingham

ISSUE: A corporate owner/landlord has been sending demand notices, followed by termination notices, to hundreds of residents in its MH parks. The notices require residents to “fix” things that the landlord views as violations of ORS 90.630 regarding resident conduct or of ORS 90.632 regarding disrepair and deterioration of the home. The landlord also takes the position that its rental agreement prohibits waiver. Many residents are upset, and are complaining to legislators. Residents think that the demands are not about disrepair but about cosmetic or aesthetic issues, and/or that the owner waived any rule violations years ago.

BACKGROUND/LAW: ORS 90.630 defines a facility landlord's ability to terminate a tenancy due to the conduct of the tenant. The law requires that a landlord give a 30-day written notice describing the cause for the

termination, and limits the cause to when a tenant:

- (a) *Violates a law or ordinance related to the tenant's conduct as a tenant, including but not limited to a material noncompliance with ORS 90.740;*
- (b) *Violates a rule or rental agreement provision related to the tenant's conduct as a tenant and imposed as a condition of occupancy, including but not limited to a material noncompliance with a rental agreement regarding a program of recovery in drug and alcohol free housing;*
- (c) *Is classified as a level three sex offender under ORS 163A.100 (3); or*
- (d) *Fails to pay a:*
 - (A) *Late charge pursuant to ORS 90.260;*
 - (B) *Fee pursuant to ORS 90.302; or*
 - (C) *Utility or service charge pursuant to ORS 90.534 or 90.536.*

Another statute, ORS 90.632, defines a facility landlord's ability to terminate a tenancy due to the physical condition of the manufactured dwelling or floating home:

- (1) *A landlord may terminate a month-to-month or fixed term rental agreement and require the tenant to remove a manufactured dwelling or floating home from a facility, due to the physical condition of the manufactured dwelling or floating home, only by complying with this section and ORS 105.105 to 105.168. A termination shall include removal of the dwelling or home.*
- (2) *A landlord may not require removal of a manufactured dwelling or floating home, or consider a dwelling or home to be in disrepair or deteriorated, because of the age, size, style or original construction material of the dwelling or home or because the dwelling or home was built prior to adoption of the National Manufactured Housing Construction and Safety Standards Act of 1974 (42 U.S.C. 5403), in compliance with the standards of that Act in effect at that time or in compliance with the state building code as defined in ORS 455.010.*
- (3) *Except as provided in subsection (5) of this section, if the tenant's dwelling or home is in disrepair or is deteriorated, a landlord may terminate a rental agreement and require the removal of a dwelling or home by giving to the tenant not less than 30 days' written notice before the date designated in the notice for termination.)*

RIGHT²KNOW Cont

Another statute, ORS 90.412 defines when a landlord waives the right to terminate a tenancy because of a tenant's violation or noncompliance with a rental agreement or the law:

(2) Except as otherwise provided in this section, a landlord waives the right to terminate a rental agreement for a particular violation of the rental agreement or of law if the landlord:

(a) During three or more separate rental periods, accepts rent with knowledge of the violation by the tenant; or

(b) Accepts performance by a tenant that varies from the terms of the rental agreement.

(4) A landlord does not waive the right to terminate a rental agreement for a violation under any of the following circumstances:

(d) The tenancy consists of rented space for a manufactured dwelling or floating home as described in ORS 90.505, and the violation concerns:

(A) Disrepair or deterioration of the manufactured dwelling or floating home pursuant to ORS 90.632; or

(B) A failure to maintain the rented space, as provided by ORS 90.740 (2), (4)(b) and (4)(h) and (i).

NOTES: (1) ORS 90.412 (4) (d) was negotiated by the Manufactured Housing Landlord/Tenant Coalition several years ago in order to allow landlords/owners to not force repairs onto residents who were too old or poor to make them, but would allow the landlord to defer requiring repairs UNTIL the home changes hands, without waiving the problem.

(2) The result of (4) (d) is that landlords never waive disrepair/deterioration or failure to maintain the space with regard to keeping the space clean and safe and free of debris, filth, rubbish, garbage, and vermin (ORS 90.740 (2) and (4) (b)) and with regard to mowing/pruning grass and shrubbery (ORS 90.740 (4) (h)) and maintaining trees (ORS 90.740 (4) (i)).

RESIDENT CONCERNS/FIXES:

Many of the landlord's assertions of violations of ORS 90.632 regarding disrepair/deterioration appear to instead be minor or cosmetic or aesthetic: For example, remove in-window air conditioner units, incorrect type of gravel, repaint home/shed/trim to match approved colors, remove lattice on decks, remove and replace unapproved window treatment, drapes not hanging straight, remove arbor vitae, remove blue spruce tree, replace window screens, remove unapproved addition/shed, and on and on.

Some of the demands do concern items of disrepair, such as broken stairs or damaged skirting. But in none of the examples described above does the landlord assert that the targeted repair is of a condition that is dangerous or broken or – frankly – in disrepair. For example, the notices don't complain about improperly installed and dangerous in-window air conditioners, broken or falling lattice, dead arbor vitae, etc.

The violations of ORS 90.630 included in the landlord's notices include removing unapproved fencing, remove fruit trees, remove vegetable garden, stop storing stuff in or on the carport – trailer, equipment, trashcans, ladder, hose, barbecue grills, firewood, tools, cabinet, cinder blocks.

The coalition has previously discussed defining "disrepair and deterioration," but couldn't reach agreement. In 2015 we discussed further definitions in the context of what a landlord can require prior to a sale. We didn't reach agreement, and talked about deferring this issue until the 2016 or 2017 session. Here's language I drafted then: **Examples of disrepair or deterioration include a need for exterior painting, roof repair or replacement, or conditions on the interior of the dwelling or home which constitute a health or safety hazard.**

RIGHT²KNOW Cont

Here are dictionary definitions:

“Disrepair:” The condition of needing repair. Synonyms: out of order, broken, decayed, worn out, not functioning, out of commission, busted.

“Deteriorated:” The process of becoming progressively worse. Synonyms: decline, collapse, failure, decay, breakdown, rot.

Here's language in a bill that I am working on for 2017:

(a) “Deterioration”:

(A) Includes a collapsing or failing staircase or railing, one or more holes in a wall or roof, an inadequately supported window air conditioning unit, peeling paint or falling gutters, siding or skirting.

(B) Does not include aesthetic or cosmetic concerns.

(b) “Disrepair” means the state of being in need of repair because a component is broken, collapsing, creating a safety hazard or generally in need of maintenance.

In addition, the bill would extend the minimum repair period from 30 days to 60 days, and would require that the landlord's notice “specify” the disrepair or deterioration and specify the required repair. It would not be legally sufficient then for a landlord to simply say, for example, “paint.”

One other important point: Many of this landlord's demands apparently have to do not with disrepair or deterioration, but with violations of its rules, such as a rule prohibiting installation of lattice or in-window air conditioners or requiring one of several beige paint colors on the home exterior. Many residents say that these “violations” have existed for years, if not decades, with management's knowledge, even many times with a written note of approval. The landlord is telling residents that its rules cannot be waived. The landlord's position is incorrect (except for disrepair or space maintenance, as described above). Even if the landlord's rental agreement or rules say no waiver, the statute controls; moreover, ORS 90.245 provides that “a rental agreement may not provide that the tenant . . . agrees to waive or forego rights or remedies under [ORS chapter 90].” And there is a three month's rent penalty for knowing landlord violations of 90.245. To conclude: In cases such as this, the landlord has waived its right to enforce such a rule where existing tenants have had this paint color or some other rule “noncompliance” and the landlord has known about it and accepted rent for three or more months.

VanLandingham Keynotes Afternoon Session

by *Tom Mitchell, Lakeridge of Eugene*

Featured afternoon speaker at the October 1 annual Village Green meeting, John VanLandingham, one of most tireless advocates, gave members his observations about several items of concern to the membership. John is a Lane County Legal Aid lawyer and long time MH/OSTA board member. He has been providing legal aid and recommendations to various individuals and groups for 39 years, but is still as enthused about helping people as he ever has been, and he has spoken many times at OSTA's annual meetings.

John has been a member of the Coalition, an informal group of owners/landlords or their representatives, park residents, and other interested parties for many years. The Coalition was established in 1997 at the request of the Legislature as a means to bring legislative proposals concerning manufactured home parks to the legislative body. These proposals should represent an agreement between the various members of the Coalition, often a lengthy negotiation process, according to John. “Compromise with owners is essential,” he pointed out.

Issues recently discussed ranged from space rent affordability (rent controls, “not likely to go anywhere at this time”) to water issues (submetering), and refining language concerning “deterioration and disrepair” wording in the current ORS statute.

He gave several examples of current practices by owners (mostly out-of-state owners) who attempt to manipulate lease agreements more to their favor. Cal Am, owner of eight parks in Oregon, and another corporate owner, IPG (Income Property Group) that owns approximately 32 parks in Oregon have tried to initiate policies that enhance their bottom line at the expense of park residents. Through the efforts of John and others, these owners are being discouraged from initiating their rule changes.

“Water issues:” Recently submetering has been initiated in several parks. As John explained, “In the beginning, water was cheap – not so now.” Other items on John's agenda include enforcement issues of current manufactured home/tenant law, something the landlords object to.

A new issue is defining the language of what constitutes a resident conducting a business from his residence, and how to deal with a perceived problem. One park manager has expressed concern about possible drug dealings in his park. Now that marijuana is legal, issues such as selling a legal product from one's home may require a redefinition of rules that address a home “business.” And the line between legal and illegal sales of a product may complicate matters further.

Mediation Can Successfully Settle Problems

by Jo Anne Downey

Mediation offers people with opposing views an opportunity to work out their differences in a non-threatening and privacy-protected manner. And it's free to manufactured home owners!

Marlena Bertram, Executive Director of Your Community Mediators, Yamhill County, and Chip Coker, Executive Director at Center for Dialogue and Resolution, Lane County, presented the first segment of the program at the 2016 annual MH/OSTA membership meeting. They



discussed with members what they both consider the most important tool to developing mediation skills that reduce conflict in our lives. The magic word: PARAPHRASING.

Most people in conflict have a natural tendency to listen to the speaker and at the same time think about what they will say in response instead of focusing on the speaker's words completely. When using paraphrasing skills, they listen carefully and then repeat in their own words what they are hearing. This shows that they are listening and care about the other person by giving them a chance to clear up any misunderstandings. Ninety percent of conflicts are due to wrong assumptions which can be clarified with paraphrasing to find out what people really need, and when combined with mediation gets to the heart of the conflict to open up many options on both sides. "This is where the fun part begins,

when ideas for resolution become a brainstorming session with both parties working together to reach a mutual agreement," Marlena explained. "The main goal of mediation is to find ways to have a better relationship with each other."

Some simple examples of paraphrasing were then demonstrated to the group:

Marlena's sample complaint: "You play favorites with your rules."

Chip's paraphrase: "I hear you would like me to be more fair."

Marlena's complaint: "You are making such a big deal of it."

Chip's paraphrase: "Maybe this is more important to you than to me."

Marlena's complaint: "You never listen to me."

Chip's paraphrase: "You would like to be recognized and heard."

Using and practicing paraphrase skills can be a valuable tool for resolving conflicts with family, neighbors, and park managers.

Chip and Marlena encouraged everyone to take advantage of the mediation services available to park residents for resolving conflicts. The benefit is available at no charge, funded by a \$10 fee on MH property taxes. The program is completely voluntary for both sides and confidentiality is the most important rule of meditation. Marlena added that if anyone would like to arrange for more training in mediation skills or would like individual coaching to help communicate directly with management or tenants they can make a request to their mediation center. **There are 16 mediation centers throughout Oregon. To locate the one serving your county, refer to the list on the next page.**

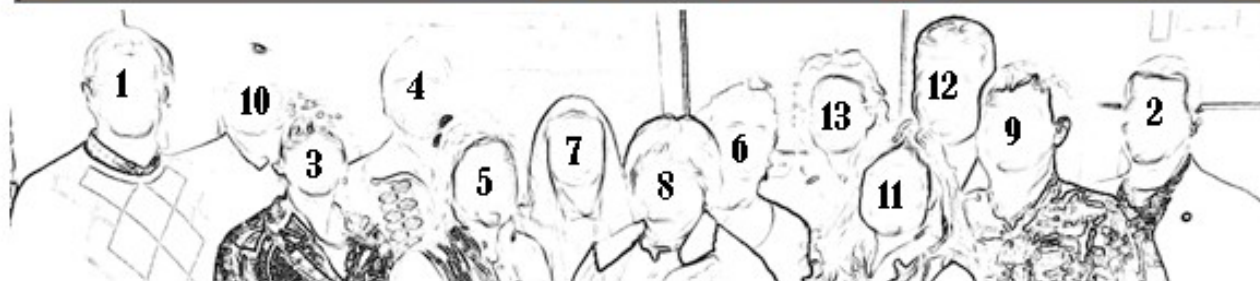


**EQUAL HOUSING
OPPORTUNITY**

COMMUNITY CONFLICT RESOLUTION Centers in ORGON

**These staff in your area are eager to hear from
you about how they can help resolve
challenging issues in your park**

! Call you friendly local Center staff to get aquinted !



1. Beaverton Dispute Resolution Center
2. Central Oregon Mediation (Crook, Deschutes, Jefferson)
3. Clackamas County Resolution Services
4. Community Mediation Services (Lane)
5. Conflict Solutions for Tillamook County
6. Coos/Douglas Neighbor to Neighbor
7. East Metro Mediation (Multnomah/Gresham)
8. Eastern Oregon Mediation Center (Union)
9. Resolve (Jackson, Josephine)
10. Neighbor to Neighbor (Benton, Linn, Marion)
11. Six Rivers Dispute Resolution Services (Gilliam, Hood River, Sherman, Wasco)
12. VORP/CMS of Polk County
13. Your Community Mediators of Yamhill County

| | |
|------------------|--------------|
| Jim Brooks | 503-526-2791 |
| Gary Winterstein | 541-383-0187 |
| Amy Cleary | 503-655-8700 |
| Chip Coker | 541-344-5366 |
| Marie Heimburg | 503-842-1812 |
| Barbara Miles | 541-751-9666 |
| Tera Cleland | 503-618-3247 |
| Nancy Groman | 541-786-0270 |
| Brian Graunke | 541-770-2468 |
| Charlie Ikard | 503-585-0651 |
| Marti Dane | 541-386-1283 |
| Ken Braun | 503-623-3111 |
| Marlena Bertram | 503-435-2835 |



Joyce Pines at Myra Lynne MHP in Medford had dry rot replaced in several areas of her home's exterior. We show (above) the "before" picture and also (to the right) Gary Walters handing Joyce an OSTA Helping Hands check.

You Gave a "Helping Hand" to Two OSTA Members This Fall



At Lakewood MHP in Eugene, Erle Calhoun had been given an eviction notice because the skirting on his house had been destroyed and he couldn't afford to replace it. With a Helping Hand and also help from his neighbors, Hiliary and Bill Loud, carpenters added skirting, raised his back steps, and enlarged and leveled the stoop floor so it is even with the door. Erle had tripped over the sill and fallen down the unsteady steps. When this photo was taken, Hiliary posed in Erle's place because he was in the hospital having his shoulder repaired. We thank you all for your donations and support of Helping Hands.

Silent Auction Results for Helping Hands

Donations to the auction at the annual meeting this year were very skimpy, probably because Jane forgot to remind everyone to bring stuff. Miller Estates in Central Point donated a Harry & David basket full of good things that Noreen Peterson got to take home. A little bunny basket with guest towels, soaps, and a candle donated by SongBrook in Eugene was taken home by Dorothy Cody. Ruth Kiscoan was the only bidder on a pair of lavender infused gel slippers donated by Jane Capron. Donna Burgess from Eugene, who provided some of the items in the bunny basket, also donated her mother's sewing basket, which was claimed by Linda Ricker. Carol Rutledge was top bidder on a Mickey Mouse throw pillow to add to her daughter's collection. Scandia Village in Junction City donated an ornamental stained glass plaque that Charles Rembert took home. New member Deb Thorstad from Creswell Court laid out six jars of her home-made jams and jellies which were gobbled up by Laura Finney and Bob Peterson. Proceeds came to \$108. Because there were so few items to bid on, attendees very generously filled a large vase with dollar bills, so the Helping Hands fund increased by a total of \$193 at this meeting. Joy Serkowney from SongBrook ran the auction. Thank you to all who brought, bought, and helped.

Thoughts on Aging

(Ed.'s Note: With this issue we introduce a second columnist to give you thoughts on aging. Dee Evers, OSTA chapter president at Jacksonville Mobile Estates, has 86 years of experience and is joining Gus to help keep our spirits up and laugh at old age.)

God's Plan for Aging

by Gus Daum

Most seniors never get enough exercise. In His wisdom God decreed that seniors become forgetful so they would have to search for their glasses, keys and other things, thus doing more walking. And God looked down and saw that it was good.

Then God saw there was another need. In His wisdom He made seniors lose coordination so they would drop things requiring them to bend, reach and stretch. And God looked down and saw that it was good.

Then God considered the function of bladders and decided seniors would have additional calls of nature requiring more trips to the bathroom, thus providing more exercise. God looked down and saw that it was good.

So if you find as you age, you are getting up and down more, remember its God's will. It is all in your best interest even though you mutter under your breath.

Aging and Air Travel

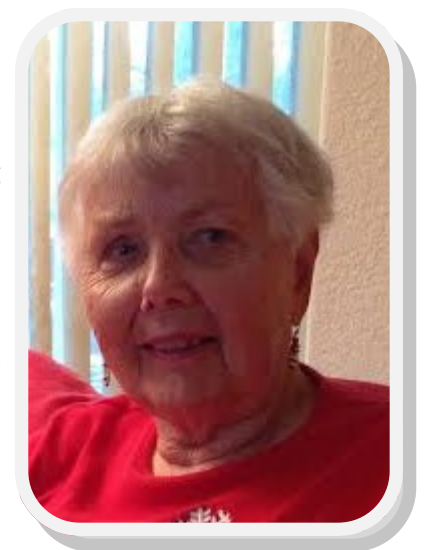
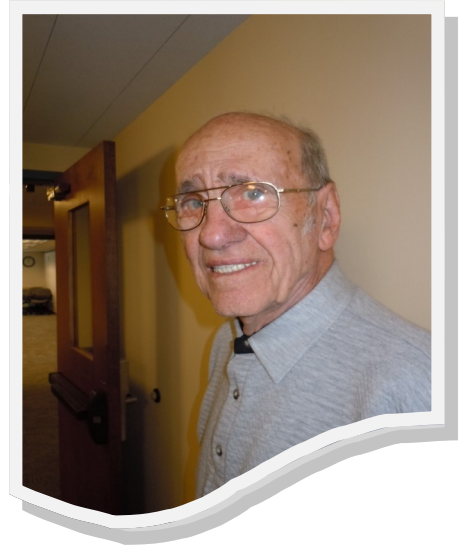
by Dee Evers

I don't know how many of you have the "opportunity" to fly these days, but for me it is less an opportunity than a stress-inducing, exhausting, frustrating hassle. Having just come back from the East Coast on United, which was at one time the best airline in the "friendly skies," all I can say is, "yuk, yuk, yuk"!!

Delayed in San Francisco, purportedly due to "weather" in Chicago in the morning, I was so late that I missed my connection there, only to be told that was the last plane to Hartford that day, then I had to sit around "special services" for about two hours waiting to see if I could get a voucher for a hotel, only to be told they were out of vouchers, BUT, I was scheduled on an American flight in about 20 minutes!

A young wheelchair attendant literally ran me through the bowels of United for ten minutes to American, where the plane was delayed another two hours, and I arrived in Hartford at 1:15 a.m. instead of the scheduled 9 p.m. Of course my 86-year-old hostess did not drive 45 minutes at that hour to pick me up, so I spent an unplanned-for \$90 for a hotel. My bag was actually at the airport in the morning when she met me there.

Coming home they sent the bag to New Orleans, and two days later I got a call that I could pick it up at the airport here, despite having been told that they would deliver it. It was, not surprisingly, worse for wear...and a borrowed suitcase at that. I have promised myself that this was definitely the LAST flight I am ever taking. "Come see me" will be my message hereafter!





NOTES IN OUR MAILBOX

This [the annual state meeting] was one of the best meetings I have attended. Good job to all involved.

—Sharon Stribling, President Gainsborough HOA

The MH/OSTA publication's so informative—full of good stuff! I am forever grateful to Jane Capron for her steadfast input, interest and support for successful eradication of bamboo scourge and for getting OSTA reinstated at Golden Oaks in Springfield.

—Humbly, Marjorie Vaughn

Jane says, "Aw shucks, Marjorie!"

It was definitely worthwhile to drive down [from Portland to the annual meeting]. I appreciated the opportunity to hear from your members about the issues that they're facing.

I think it's perfectly reasonable for people to feel upset and threatened when rents are rising beyond what they can afford - it's a very destabilizing and unsafe feeling.

You do have legislators that care and I hope to see you and your colleagues in the building at some point this year, if you're able to come up and talk with legislators in person.

—Taylor Smiley Wolfe, MPP, Policy Advisor to Speaker of the House Tina Kotek

Thank you for inviting us! I wholeheartedly agree with Taylor; feeling and acting upset is an appropriate reaction to the very real fear of destabilization. Please extend both mine and Alissa's thanks to your members for inviting us into their space and allowing us to listen to their experiences. Please let me know if you have members that wish to come to the Capitol, or testify in the Housing and Human Services Committee.

—Jen Corbridge Legislative Assistant to Rep. Alissa Keny-Guyer House District 46



Taylor Smiley-Wolfe, left, and Jen Corbridge at state meeting

Poets' Place

Suffer, Little Children

by Dewell H. Byrd, Miller Estates,
Central Point

Beware!

Beware the eyes,
the eyes of starving children.
They'll tear your soul,
rip your heart apart,
ribbons in the rain.

Beware distended bellies
beneath soiled shirts
dusty toes in the dirt
haunted eyes
above sores and flies.

Beware the man
with feverish brow
lunging through your TV set
to spill syllables of guilt
on your lean purse.

Beware the lonely night
with dreams of horrors
that clog the brain.
Beware the hardening
of the pew
on Sunday morning.

Beware the one
who feeds himself
on your hard earned coins
and dribbles crumbs
to vacant eyes,
empty hands.

Beware the one
who gives himself
hand and heart to every child
and gives to another,
they to another, another, another...
for the child may reach up and grab
the hand of hope.
Beware.

Ed.'s Note: We think of the news stories and photos of the starving, wounded children in the Middle East when we read Dewell's poem, but be aware that there are schoolchildren near you who need food, clothing, and a toy as the holidays approach. Will you reach out a friendly hand to them, either on your own or through your park's adopted school? Call the schools for suggestions and let us know the reactions you get.

Guidelines to Conducting Your OSTA Meeting

Follow Parliamentary Procedure, the set of rules for conduct at meetings that allows everyone to be heard and to make decisions without confusion. Robert's Rules of Order is the basic handbook of operation for most organizations, including MH/OSTA.

The order of business usually includes:

1. Call to order.
2. Roll call of members present.
3. Reading of minutes of last meeting.
4. Officers' reports, including treasurer's report.
5. Committee reports.
6. Special orders --- Important business previously designated for consideration at this meeting.
7. Unfinished business.
8. New business.
9. Announcements.
10. Adjournment.

Members express themselves by making motions. A motion is a proposal on an issue on which the entire membership takes action or a stand. You will generally be concerned with Main Motions, which introduce items to the membership for their consideration.

Presenting Motions

Obtain the floor after the last speaker has finished. Rise and address the Chair by saying, "Mr. Chairman" (or "Mr. President") or "Madame. Chairwoman" (or "Madame. President"). Wait until the Chair recognizes you.

Make Your Motion. Speak in a clear and concise manner and always state a motion affirmatively. Say, "I move that we ..." rather than, "I move that we do not" Avoid personalities and stay on your subject.

Wait for Someone to Second Your Motion. If there is no second, your motion is lost.

The Chair States Your Motion saying, "It has been moved and seconded that we ..." The membership then either debates your motion, or may move directly to a vote. Once your motion is presented to the membership by the chair it becomes "assembly property" and cannot be changed by you without the consent of the members.

Expanding on Your Motion. The time for you to speak in favor of your motion is at this point in time, rather than at the time you present it. The mover is always allowed to speak first. All comments and debate must be directed to the chair. Keep to the time limit for speaking that has been established. The mover may speak again only after other speakers are finished, unless called upon by the Chair.

Putting the Question to the Membership. The Chair asks, "Are you ready to vote on the question?" If there is no more discussion, a vote is taken.

Voting on a Motion

The method of vote on any motion depends on the situation and the by-laws of policy of your organization.

There are five methods used to vote by most organizations, they are:

1. By Voice -- The Chair asks those in favor to say, "aye", those opposed to say "no". Any member may move for an exact count.
2. By Roll Call -- Each member answers "yes" or "no" as his name is called. This method is used when a record of each person's vote is required.
3. By General Consent -- When a motion is not likely to be opposed, the Chair says, "if there is no objection ..." The membership shows agreement by their silence, however if one member says, "I object," the item must be put to a vote.
4. By Division -- This is a slight variation of a voice vote. It does not require a count unless the chair so desires. Members raise their hands or stand.
5. By Ballot -- Members write their vote on a slip of paper; this method is used when secrecy is desired.

Motion to Table is often used in the attempt to "kill" a motion. The option is always present, however, to "take from the table" for reconsideration by the membership.

Parliamentary Procedure is the best way to get things done at your meetings, but only if used properly. Always *BE COURTEOUS*.

PRSR STD
US POSTAGE
PAID
SALEM, OR
PERMIT NO 268



MH/OSTA
Manufactured Housing / Oregon State Tenants Association

We are your neighbors.

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.***



MH/OSTA
PO Box 24958
Eugene, OR 97402

If a friend or neighbor gave you this copy of THE
MH/OSTA MEMBERSHIP APPLICATION

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!

Join your neighbors today!



YES!

I want to join my neighbors to protect my rights as a homeowner.

☐

NEW MEMBER

☐

RENEWAL

☐

ASSOCIATE MEMBER

PLEASE PRINT. Please note that we respect your privacy. Your personal information is used for membership purposes only. We do not sell or share your information with any other business or organization.



<http://mh-ostablog.blogspot.com/>

MEMBER NUMBER

LAST NAME

FIRST NAME

NAME OF SECOND PERSON IN HOUSEHOLD

MAILING ADDRESS (if different from your home address)

HOME ADDRESS/SPC/CITY/STATE/ZIP

PHONE WITH AREA CODE

2nd PHONE WITH AREA CODE

EMAIL ADDRESS NOTE: Providing your email address enables us to communicate with you inexpensively. Again be assured that your information is never sold or shared.

MANUFACTURED/MOBILE HOME PARK NAME

Would you like to receive your OSTA Review via e-mail? ☐

Please enclose \$30.00 per
Household annual membership dues.
(that's only \$2.50 per month)

Checks payable to MH/OSTA and mail to:
MH/OSTA
PO Box 24958
Eugene, OR 97402