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OSTA Spotlight— Deanna Vaughn



Deanna is now maintaining our MH/OSTA database, which means, as you join or renew your membership, she enters your information

into a computer file, so that district directors and chapter presidents can keep track of members. She also generates renewal letters and welcome letters. In addition she is serving on the financial committee to prepare monthly financial statements, and she worked on this year's budget. Her help is invaluable to the board and to the whole organization. And on top of that, she says keeping the database is fun!

Deanna and her husband, Alan Anttila, moved to SongBrook MHP in May 2015, from Denver, Colorado. The winters there were getting a bit too well...wintery for a couple of outdoor enthusiasts, who especially enjoying biking and hiking. They have established a SongBrook "secret" Facebook page where residents can share information, concerns, and photos. This "bulletin board" has become quite popular as more and more homeowners join.

Deanna's contact information is in the Directory on Page 2 of this issue of the Review.

Annual Meeting Report *by Sam Inglehart, "Sam's Space" columnist*

I'm homeschooled so I get to go places when other kids are in a school building. Sometimes that's a good thing because I experience things they don't. No doubt, I'd rather be scooting outside or playing video games but my gramma has to take me with her to meetings, where I learn a lot about manufactured home issues.

We attended the 2017 annual OSTA meeting in Salem on September 23. I was assigned to be a junior reporter, so I got to take pictures and report about the meeting. The highlight of my job was to interview the keynote speaker, State Senator Sarah Gelser. Senator Gelser and I talked a little, took some selfies, and then I asked her two questions:

Sam: Senator Gelser, what committees are you on in Salem?

Sen. Gelser: I am on the Human Services committee and four others.

Sam: Senator Gelser, why are you interested in mobile home communities?

Sen. Gelser: I believe everyone has the right to safe and affordable housing that meets their needs.

The meeting was a time for business and getting to know people from other parks. There was a silent auction to raise money for Helping Hands.

Jane and Rita entertained us with a song. After a soup and salad lunch, the people split into groups and learned more about different topics.

John VanLandingham spoke about the coalition, a group that meets to help introduce bills into the legislature.

I learned a lot, I got to interview a state senator, and I even won an auction item!



Enforcement of Ch. 90 Statues High on Coalition Agenda *by Jane Capron*

At the October Landlord/Tenant Coalition meeting, Nancy Inglehart, MH/OSTA Director, presented information on how state-mandated mobile/manufactured home laws works in the state of Washington, where RCW59.30, a manufactured housing dispute resolution program, has been protecting both residents of parks and their landlords since 2007. The program, administered by the attorney-general's office, is designed to educate and foster relationships through communication.

(continued on page 6)



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Manufactured Housing / Oregon State Tenants Association

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From the Editor...

A reminder: Your dues are renewable once a year on the anniversary of your last renewal, so if you joined in February 2016, renewed in February 2017, you will be due to renew again in February 2018. You will receive a reminder in the mail with a small envelope for your check and renewal slip. That should arrive in your mailbox by the middle of the preceding month, in this example about January 15, 2018. Your membership is current for a full year no matter what month you joined.

A big thank you to George Mickus: George is not only a good neighbor but a computer guru who has spent hours helping me figure out a new computer. This beast (the computer) would have ended up in the trash if not for his help.

We also thank Chelsea Catto: She has helped several parks in their consideration of park purchase through the auspices of CASA of Oregon. Her patience and knowledge has been invaluable to the board, where she has been a director since 2010. Our board members become like family, so it's very sad losing them.

Good News for Manufactured Home Owners: Congress just passed and sent to the President's desk a bill giving federal assistance to low-income families to allow them to extend the HUD Section 8 voucher program from just the cost of leased land under their homes to include property taxes, insurances, utilities, and home financing. Congress finally moved!



NOTES IN OUR MAILBOX

We got a Helping Hands donation from Deborah Stampfli, chapter president at Wingspread in Ashland with a note saying "Thanks for doing what you do!"

We thank her for keeping her chapter active and for the donation. We also got a thank you card with a donation from Virginia Franklin at Twin Cedars in Lebanon. She sent some postage stamps, and we use lots of them! Matthew Johnson, attorney and board member, wants to remind our readers that OSTA is not responsible and makes no representations for the truth of opinions expressed by others submitting material.

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From The President...

Rita Loberger

What a beautiful Fall we are having this year! We appreciate all those who attended our State convention in Salem in October. Our convention theme of "Step Up" has not gone unnoticed. We are seeing a number of changes.

Most recently Judy Morton, our data entry person, has had some personal situations and has found it necessary to step down from her data entry position. Deanna

Vaughn is now keeping our membership list current. We also have Carene Davis-Stitt working with Jane on the OSTA Review layouts.

At our most recent Skype board meeting, members were able to meet Wayne Weber the VP from Arrowhead MHP OSTA chapter in Salem. We elected him to the state board and he will assist parks in the Salem, Albany and Corvallis area. I am also in contact with another member



Wayne Weber

has conducted workshops for us in the past and helps residents with park purchase.

The directors held their yearly election in October. Those elected and continuing their positions are: Rita Loberger, president; John VanLandingham, vice-president, and Jane Capron, secretary. Jane, Jo Anne Downey and Deanna Vaughn were approved to serve as our finance committee. We will continue to fill in the slots with directors and chairpersons to meet the needs of our ever-growing organization.

YOU as members of MH/OSTA make this organization what it is. It is thru your participation that we can continue to get the word out about our status as homeowners. This has not gone unnoticed in the legislature. We all have contacts and abilities we can share. Make this the year to watch us grow.



Rita

MH/OSTA Annual Membership Meeting September 23, 2017

The 2017 annual meeting convened at the South Salem Senior Center in Salem, Oregon, at 10:30 a.m. on Saturday, September 23, with 56 members attending. The business meeting began at 10:30 with President Rita Loberger welcoming members and guests. In accordance with the theme of "Step Up," she pointed out that there are 1,074 parks with 62,534 home sites in Oregon and membership in MH/OSTA hovering between 950 and 1,000 members. She encouraged members to volunteer, urge neighbors to join, and offer help to the organization.

She announced that, like last year, these minutes would be printed in the next OSTA Quarterly Review. Jane Capron then reported that we had stayed under our budget of \$18,292.21 and were showing, as of this date, that we are under budget by \$4,274.27. Today's meeting could not yet be included but will probably run about \$500 over budget.

A potential bylaws change, published in the last two OSTA Reviews, was passed by the membership. Article 9.7 will now read "Financial records shall be checked monthly by at least two board members." Formerly the bylaws called for a yearly audit. That requirement will be excised due to the expense of an audit.

Directors re-elected for two years were Rita Loberger, Jane Capron, and Chelsea Catto. Rita paid tribute to former president, Gary Walters, who retired because of health problems.

Woodburn Senior Estates member Antony Pizzo spoke up about the need for enforcement of the Chapter 90 statutes, which Rita pointed out was #1 on the agenda for the Landlord/Tenant Coalition. The next meeting of the coalition would be in Eugene on October 25. The usual meeting is in Salem. All meetings are open to interested people. She urged complainants to always send a copy of any emails and letters to their legislators, since they are often willing to help.

Business was concluded by 10:50 to be followed by a presentation from Sen. Sara Gelser of Albany.

Jane Capron, Secretary



Mike Bureau, chapter president, and Bob Peterson, vice president, at the LL/Tenant Coalition meeting on enforcement in October.

Chapter News

Miller Estates

from Mike Bureau, Chapter President

I succeeded longtime president, Terry Smith over a year ago, and am deeply indebted to Terry for everything he has done for us as our chapter president and as a former state president of OSTA. He continues to help us and the state board.

Our chapter membership in OSTA continues at 65% and we have strong support even from most non-members, thanks to our membership committee, Terry and Carole Smith and Glen and Peggy Argo.

Up until about three years ago the owners of the park also managed it, but they turned that job over to a property management company at the start of 2015. We have had numerous cases of petty theft, a few trespassing instances, gang tagging on an exterior fence and pickup, and an abandoned vehicle in the community. Uneasiness, especially for the older residents, has entered our once tranquil park. Luckily, Paul Johnson, Marcia Couey, and Bert Plannette have volunteered to research enhanced security including possible cameras and will report to the whole community. But no matter what has happened, we still are an extremely tight knit community with owners that are truly concerned for our welfare and will listen to us, so we feel very fortunate.

[Note: The Miller Estates board sends letters to encourage residents to stay active in the chapter. Other chapters are welcome to adapt these letters for their own use.]

A letter to new members:

I want to thank you for joining Manufactured Housing/Oregon State Tenants Association (MH/OSTA) and our local chapter. MH/OSTA is a statewide charitable non-profit organization devoted to educate and protect people who live in mobile/manufactured home communities like ours. We are homeowners and neighbors who live in our Miller Estates community and who organize around common concerns or goals. Your support and input is greatly appreciated. We do our very best to keep Miller Estates the safest and best place to live.

A letter to members up for renewal:

As President of the Miller Estates MH/OSTA "Neighborhood Home Owners Association" (NHOA), I want to thank you for your continued support of our organization. Your Miller Estates NHOA has a very dedicated board of directors that is continually working to help keep Miller Estates the good safe place it is to live. We have board members who are ready to be of assistance to you at all times. We are only a phone call away.

In checking our membership roster, I see that you will soon be receiving your renewal application from MH/OSTA, of which we are a chapter. The Miller Estates NHOA board of directors and hope you will continue as a member. We value your membership.

[Letters signed by the presidents with his phone number and email address.]

(Chapter News continued on p. 15)

Senator Sara Gelser Keynote Speaker at Annual Meeting

*from Carene Davis-Stitt,
Falcon Wood Village
Chapter President*

Senator Gelser, in identifying affordable housing issues, pointed out that there is a culture change taking place, and manufactured/mobile home parks, that were once privately owned "Mom and Pop" businesses, are fast becoming corporate-owned businesses. Because corporate income becomes the bottom line, people are increasingly being forced out of their homes and losing their equity.

Senator Gelser is chair of the Senate Human Services Committee, which was captivated by stories heard in the committee from MH residents in support of SB277: a widow was forced to rebuild her shed and paint house, then required to repaint both; a family was threatened with an eviction notice because their two-year-old new house was falling apart and they hadn't done expensive repairs; a family, who worked hard to set up a swing set for their 12 year old at their own home because the playground had deteriorated to the point it was unusable, was told to remove the child's swing set or be evicted.



Senator Gelser

Senator Gelser said that OR SB277 passed in two weeks because people told their stories about how they were affected. The new law, reviewed in the last issue of The Review, gives 60 days instead of 30 to make repairs that would create serious or imminent harm, include written information on the disrepair or deterioration.

In order to understand and enforce the new law, she said we need to learn to recognize inappropriate notices from management, we need a coalition of tenants in each park, and we need to come together in partnerships, community to community. We should meet with our legislators, use our committees of seven, and get media exposure. We should invite legislators to visit our parks and see problems first-hand.

How can we get legislators out to park to make a personal connection? Invite them! Invite your own legislator and other key legislators who are not in your district. When they make that personal connection, they become passionate about helping. Walk your legislator through your community right after election and before the first legislative session. Representatives Nancy Nathanson and Pam Marsh are already advocates.

Senator Gelser serves District 8, including Linn and Benton Counties., and said other legislators advocating for us include Rep. Nancy Nathanson from District 13 in Lane County and Rep. Pam Marsh from District 5 in the Ashland area. She thanked MH/OSTA for educating legislators and residents.

At the Annual Meeting

Diane Scott and Alana Boyce



Charlie and Linda Ricker



(Enforcement—continued from page 1)

After a written complaint is filed, it is reviewed by the A-G's office, and negotiations begin to resolve conflicts through mediation rather than through arbitration, which involves a court decision. In 2016, 253 complaints were resolved, all through mediation, 57 of them from tenants complaining about rents. The Washington State program is financed by a \$10 a year per space fee, \$5 of which can be passed through to tenants.

In his introductory remarks, Ken Pryor, director of the Manufactured Communities Resolution Center, in Salem, pointed out that there are not many landlord/tenant attorneys in Oregon and that many tenants cannot afford the cost of a lawsuit, anyway, so enforcement of the statutes becomes a priority.

John VanLandingham, coalition co-chair, led discussion, mentioned four agencies that might be considered to administer an enforcement program: Housing and Community Services, the Board of Labor and Industries, The Department of Human Services, or the Department of Justice (as in Washington State). Since every manufactured home park household now pays an annual assessment of \$10 to fund free mediation services, there might be enough money to fund an enforcement agency. In order to gain consensus among tenants and landlords, he said we might need to limit enforcement issues to "big" ones, such as groups of complaints or disagreement over such things as sewers or titles to homes. We probably would also be required to make an annual report to the Legislature.

Continued discussion at future coalition meetings will hopefully lead to a bill all can agree on for presentation to the next Legislative session in 2018 or 2019.

At this meeting in Eugene, tenant representation was high, and OSTA members attended from as far away as Central Point, Newport, and the Portland area as well as from Marion, Benton, and Lane Counties. It is important for our members to be seen, if not always heard, so that landlords know how important enforcement of ORS Ch. 90 is to us.

State Meeting Report

VanLandingham on Rents, Evictions, Enforcement

Our final speaker at the annual meeting was John VanLandingham, legal aid attorney in Lane County and a member of the state MH/OSTA board. He told us that we got our first legal rights in 1975 when then legislator Nancie Fadeley from Eugene worked for us. In 1977, legislator Bill Kennemer urged landlords and park residents to form the coalition because legislators would be more receptive to bills approved by both sides.

The subject of rent control/justification/stabilization continually and unsuccessfully reemerges and goes nowhere since it is strongly opposed by landlords, and the Oregon legislature adopted a statute forbidding any legal entity (like cities and counties) from installing any sort of rent stabilization. The subject is for only the state legislature to consider.

In this past 2017 session, a bill was presented that would have required landlords of rental units to give more time and a reason for eviction, a right we manufactured home owners have. Landlords fought the bill and it was defeated. Supporters of the bill felt a 30-day notice wasn't time enough for an evicted tenant to find another place and enough money for security deposits and often last month's as well as first month's rent, especially in the Portland area where rent increases have been the greatest in the nation.

He has hopes that we will see enforcement established in the near future.

RIGHT²KNOW ORS 90.

Reasonable Rules in Manufactured or Mobile Home Parks and Floating Home Marinas

(Note: It is important to realize that changes may occur in this area of law. This information is not intended to be legal advice regarding your particular problem, and it is not intended to replace the work of an attorney.)

A landlord of a mobile home park (also called a manufactured dwelling park) or floating home marina must have written rules and regulations about how tenants use the rented space and park or marina facilities, and they must be attached to the Statement of Policy given to tenants when they move in. Rules and regulations are considered to be a part of the rental agreement (which also must be in writing). These rules and regulations do not need to be the same for all tenants at all times, so long as the rules are applied fairly. Your landlord may enforce a rule or regulation only if it promotes the convenience, safety or welfare of the tenants; protects the landlord's property from abusive use; or helps all tenants have fair use of shared services and facilities. The rule or regulation must also meet all of the following criteria:

- The rule must be reasonably related to the purpose for which it is adopted, and it must be reasonably applied.
- The rule must be clear enough to inform the tenant fairly of what he or she must do or not do. The landlord may not impose the rule in order to avoid the landlord's obligations under the law.

These criteria allow your landlord some leeway in making and enforcing rules differently for different tenants. For example, a landlord can have different rules for new tenants who move into the facility. The old rules might allow woodpiles in the carport for existing tenants, while the new rules for new tenants do not. In addition, state and federal anti-discrimination laws require landlords to make reasonable accommodations to rules to afford tenants with disabilities an equal opportunity to use and enjoy their dwelling, so, for example, your landlord might allow a tenant who uses a wheelchair to have special parking privileges.

A landlord may waive his or her right to enforce a rule, by accepting performance by the tenant that varies from the terms of the rule or by accepting rent for at least three months while knowing that the tenant is not complying with the rule, such as by having a prohibited pet. A landlord can avoid waiving a rule by giving the tenant a written warning notice. A facility landlord never waives the right to enforce a rule regarding maintenance of the dwelling or the space.

Manufactured dwelling and floating home facility landlords may also issue reasonable occupancy guidelines. If your landlord chooses to have such a rule, the rule must be based on reasonable factors. Such factors may include the size of the dwelling and that of the rented space. Other reasonable factors to consider would be any discriminatory impact on groups legally protected against discrimination based on race, color, religion, sex, sexual orientation, national origin, marital status, familial status, source of income or disability, and limitations placed on utility services governed by a water or sewage permit. Any occupancy guideline may not be more restrictive than limiting occupancy to two people per bedroom of the dwelling.

If your facility landlord changes the rules to no longer allow pets, you may keep a pet already legally living with you at the time your landlord provides notice of the rule change. Furthermore, you can replace the pet with a pet similar to the one living with you at the time the landlord provided notice of the proposed change. However, new rules about the activities of pets — as opposed to rules prohibiting pets — apply to all pets in

RIGHT²KNOW Cont

the facility, including those living in the facility before the new rule. Keep in mind that any new rule must meet the criteria described above. If you entered into a rental agreement after Oct. 31, 1997, your facility landlord may not charge you extra for having a pet. However, tenants who own pets and start renting a facility space after that date may be required to sign a pet agreement and carry liability insurance for the pet. A violation of the pet rules or keeping an unpermitted pet on the premises can result in an eviction (with a right to cure the first violation) and also can result in a fine or fee of \$50 or more, for the second or subsequent violations after a written warning, per violation, if the violation relates to an unpermitted pet or pet waste and the pet agreement or the rules allow a fee for that.

Violation of certain other rules or rental agreement provisions may also result in similar fines or fees for the second or subsequent violations, after a written warning. Examples include improper use of a vehicle on the premises (i.e., speeding) or late payment of a utility or service charge.

Tenants may use any common areas or facilities for any lawful activity, including tenant association meetings or tenant organizing. The landlord may impose reasonable restrictions on the time and manner of use, including requiring a deposit to ensure that the area is not damaged or left unclean. But the landlord may not require tenants to acquire a bond or insurance policy as a condition for using common areas or facilities in the park or marina.

A manufactured dwelling or floating home facility landlord may propose rule changes, including those that greatly change the original agreement with a tenant. The landlord must simply give written notice of the rule or regulation change to all tenants in the facility not already subject to the proposed rule. Unless a majority of tenants not already subject to the rule object in writing within 30 days of the date the notice was served, the change becomes effective for all tenants no less than 60 days after the date the notice was served by the landlord. One tenant per rented space may object to the proposed rule change, either by an individual written objection to the landlord or by signing a petition with other tenants. Sometimes a tenant may sign more than one petition or sign a petition and file a separate objection. In such cases, the tenant's most recent vote will count and the earlier ones will not. The landlord's notice must include a copy of any old rule and the proposed change, as well as a form describing the tenant's right to vote on the change. This right to vote provision does not apply to rent increases.

On the other hand, a landlord may not unilaterally change a rule or provision of the rental agreement, except with regard to the following: pets as described above; converting the method of billing for utilities to the sub-metering method; removal of hazard trees or access to the space to remove a hazard tree; rent increases; or changes required by state or local law.

Sometimes landlords will seek to change the rules by offering the tenants a new rental agreement with new rules. Existing tenants are not required to accept or sign this new agreement.

Legal editor: John VanLandingham, February 2015.

This article can be found on the Oregon State Bar website at www.osbar.org/public/legalinfo/1249_RightsMobileHome.htm/ and was reprinted with permission in Vol.36 No.3 of the OSTA Quarterly Review and is again reprinted in this issue. Links to other Oregon landlord and tenant information articles online can be found at <http://www.osbar.org/public/legalinfo.html#landlordtenant/>.

Annual Meeting Break-Out Sessions Round-Up

Membership Retention

At this break-out session, Rita Loberger handed out written guidelines so members could speak with others in their parks and encourage them to join OSTA. Welcoming committee and individual members should be able to explain how OSTA speaks for homeowners, tell about the Helping Hands project, give directions to the website and blog, tell that we have the landlord/tenant coalition to influence legislators, point out that we support a national organization (NMHOA), explain that we have an 800 number and refer people who need help, and share OSTA Quarterly Reviews with potential members. She also encouraged members to invite non-members to attend chapter meetings. OSTA membership given us a combined voice in defending our rights as homeowners. Membership means we do not stand alone. Voices and numbers give residents more security.



Nancy and Rita

Understanding Your Rental Agreement

Nancy Inglehart stressed that we homeowners should always read our rental agreements and statements of policy carefully before moving into a manufactured home community. Rental agreements and rules and regulations vary from one household to another, usually depending on when the move occurred. Some of us will have fixed-term agreements, often called leases, that usually come up for renewal after 2-5 years. At renewal, the landlord can change the terms of the agreement and of the rules. Those who sign month-to-month (30-day) rental agreements, don't ever have to have new contracts or new rules unless state laws change.

Opportunity to Purchase

Chelsea Catto from CASA of Oregon explained the ways park residents can prepare themselves for possible purchase if the landlord plans to sell the park. Since January 2015 landlords have been required to notify tenants if they plan to sell, and tenants have 10 calendar days to notify the owner in writing that they are interested in buying the park. They should form a purchase committee or designate an already-established committee to communicate with the owner. There must not be more than one committee to do the negotiating. The committee will request certain financial information from the park owner. CASA of Oregon can provide technical assistance to residents who wish to purchase, own, and operate the park as a cooperative. St Vincent De Paul is a nonprofit organization that purchases and operates parks and strives to keep rents affordable. Local housing authorities also can purchase manufactured home parks to preserve them and keep rents affordable. It is the park committee's jobs to research, check the interest of the residents, and then contact these organizations for more information.

Running a Meeting

Chapter presidents at this session received a copy of the MH/OSTA Chapter Handbook and everyone got a copy of Robert's Rules from the handbook. Jane Capron emphasized that a chairperson should remember that speaking before a group "is not about him or her" but about concerns the members need to discuss. The chair doesn't give the answers but makes sure all who want to speak get a fair chance to do so. The chair should aim for courtesy and keep a glass of water close by to quell a dry mouth since nervousness is common.

A Call to Action

from Nick Kloepping, Golden Oaks MHP, Springfield

There is the possibility of a MH/OSTA statewide membership committee being formed, and I am asking how many of the current members would be willing to be part of the committee.



Nick Kloepping

First some back-ground: OSTA was formed in 1977. Then in 1980, MHOO/OSTA was formed and the tenants' organization and the landlords presented separate bills to the state legislature. At

the suggestion of Rep. Bill Kennemer, the two groups formed the landlord/tenant coalition to reach agreement before submitting bills. Since 1982, most if not all bills regarding manufactured home parks have been endorsed by this coalition, so the various legislative committees know there is consensus before they read and vote on them.

As of September 2017 the Manufactured Housing Landlord/Tenant Coalition will have four identified stakeholders: the Manufactured Housing Communities of Oregon (MHCO, approx. 500 landlords), Oregon Park Owners Alliance (OPOA, approx. 400 landlords), Oregon Law Center (Legal Aid), and Manufactured Housing/Oregon State Tenants Association (MH/OSTA), approx. 1000 members and 37 parks).

The 2017 Legislative Session: There were six or so bills presented to the 2017 State Legislature. Only one of these bills, SB277, was referred by the coalition—defining deterioration and disrepair--and it passed and became law in June 2017. Two bills, one for increasing funds to tenants forced to move out of a closing park and the other for raising the property tax exemption for homes valued under \$16,500, were presented by legislators as amendments to existing laws. A bill for rent stabilization, also presented by legislators, failed to clear the committee before adjournment.

What the 2018 Election Means to Us: Between November 1, 2017 and the second Tuesday of November, 2018 there are several events that are occurring that will effect all 78,000 eligible voters that reside in the 1,059 manufactured home communities. All 60 seats of the State House of Representatives and 15 Senate seats will be decided on the second Tuesday of November, 2018. This election will determine which legislators will be on the committees of the 2019 legislature that decide what bills go to the floor for passage or defeat. Bills that affect us as residents of manufactured home communities need to be formulated prior to the second Tuesday of November 2018 election date. The majority of legislation regarding manufactured home communities goes through either the House Committee on Human Resources and Housing representing 9,800 eligible voters, or the Senate Human Services Committee representing 18,500 eligible voters and some times the House Committee on Rules representing 31,000 eligible voters.

The landlords number approximately 950 and many of them cannot vote in Oregon. We the residents number approximately 78,000 eligible voters. We residents have several legislators on our side. We need to give them more power and show other legislators that we will back them if they will back us.

The Challenge: There are several ways that we can have MH/OSTA become a stronger and more efficient advocate for the residents of manufactured home communities. Many of the current members know one or more residents that live in other manufactured home communities. I believe that MH/OSTA can increase membership from 1000 to 25,000 or more of the 78,000 residents that are available. I also believe that MH/OSTA can and should increase the number of chapters from 37 to 330 out of 1059 parks. But it will take effort from lots of residents contacting other residents.

I would like to see how many current members would step up to be involved in strengthening the membership of MH/OSTA. You may contact me at RMHC@usa.com.

Thoughts on Aging

Advice from Two Pros

by Gus Daum



Some advice dislodged from my memory bank today from a golf pro on his little sand putting green course in the Missouri Ozarks, where my new wife and I were vacationing. I was new to the game of golf and had been embarrassed too often in

friendly matches. He watched me flail away at the ball for a short while, and said, "The ball is light. It only weighs one and five-eighths ounces. Just meet the ball; let the club do the work." It worked. I never set any course records but had occasional drives that stayed in the fairway.

My father, had I listened, had offered me somewhat similar advice years before, but what teenage boy listens to his father? While I set out to halter-break a weanling colt, Dad leaned against a door in our big red barn, tilted his straw hat back, and watched me wrestle with 400 pounds of horse. Dad grinned and chewed on his sprig of wheat straw. He finally interrupted my struggles with, "Don't fight him. He wants to work with you Ease off on the pressure." I did and the colt did.

Some months after my initial golf lesson, Dad walked his first golf course with me and watched as I played a few practice holes. After a time, he said, "Let me try that." I carefully pegged a ball on a tee for him, handed him the club, hoping he might make contact with the ball. He was, after all, a frail seventy years old (over forty years older than I was in my then robust twenties). I pointed toward the flag at the hole, and stepped aside. He eyed the distant flag, glanced down, and swung smoothly through the ball for maybe 125 yards straight down the middle of the fairway. It was his first and final shot as a golfer. He smiled as he handed me the club and said, "Yup! I thought it would be easy."

When We Were Young

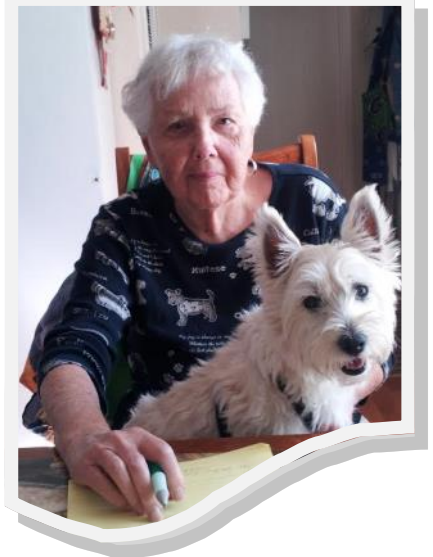
by Dee Evers

Isn't it interesting, if not a bit demoralizing, to think back to when we were "young" and life seemed so much simpler in many ways? Now we have computers and cell phones and Ipads, and robots in hospital surgeries, and computer driven cars and a hundred other gadgets that we never dreamed of when we were kids.

Remember playing kick ball and hide and seek and jacks, and shooting marbles and roller skating? How about jumping rope and "double Dutch", and walking on stilts? And the Good Humor ice cream man who rode a bicycle with a freezer cart attached, or the coal man and ice man who both came in horse-drawn carts?

Yet it was harder in lots of ways as well. If we look at photographs of our mothers washing clothes on a washboard by hand or bending over the bathtub rinsing out clothes, or standing by the ironing board for hours ironing everything down to the sheets and towels, we have to realize how hard life was then. And what about our fathers working 12-hour days and bringing home barely enough to pay all the bills? Were those really the "good old days"?

Every period has its good and its bad, and we must try to make the best of what we have. I just wish younger folks were more considerate, less impatient, spoke more slowly, didn't say "like" every five words, and had greater regard for us old folks!





My next-door neighbor has put up a fence between our cramped spaces so her dog can run free and do his business. There is no room for me to add any bushes to block my view of the fence and the smells and sounds of the dog. She and I

have "had words" so I'm not sure a mediator can help. What do you think?

—Not Best Buddies

If you and your neighbor can't find a solution on your own or with the help of the park manager then yes, mediation can help. Those are always great first options, and they don't always result in finding workable, lasting solutions to a problem. This is where a neutral, third party can help. Why? Because a mediator doesn't take sides and won't judge who's right or wrong. A mediator facilitates discussion and helps you and your neighbor come up with suggestions of your own, one's that you both can live with. If you haven't done so already, check the park rules on boundaries, fences, and dogs. If you have questions on those rules, ask the park manager to help or clarify for you. If they are unavailable or uncertain, get a copy through the park ownership or research the Oregon code on such matters online or through the Manufactured Communities Resource Center (MCRC).

Knowing what is or is not authorized in your park makes you and your neighbor well informed residents. Sharing common park knowledge can serve as a reference point to begin the discussion, brainstorm ideas, and come to agreement on terms acceptable to all, dogs (possibly) included.

Our rental agreement says we're entitled to two parking spaces. There isn't room on our space for a second vehicle, so my husband has been parking his truck on the street for three years except for two months last winter when our neighbor went south and let us park in her driveway. Now we've been told he can't park on the street any longer and that parking in her driveway the 3-month waiver law no longer applies. The street is wide, so his truck doesn't block emergency vehicles. The manager says she won't take our rent check until he moves his truck. Moves it where? The only overflow parking is blocks away and he's an old man! Do I need a lawyer?

—Need Help

You don't need a lawyer. What you need is a detailed discussion with the park manager on these issues. It seems this dispute is not so much about parking or rent payment as it is about the park manager's understanding

or interpretation of park rules. What's interesting is that a mediated discussion facilitated by a neutral, third party can uncover answers to some needed clarifying questions. And that's the job of a mediator; to fully understand the situation, both parties' opposing perspectives and positions, and ultimately their base needs.

Some important clarifying questions posed by a mediator to the park manager could include: 'Do park rules delineate the same amount of measured space for two parking spaces per unit?' Also, 'What has changed over the last three years that does not now permit street parking by residents?' Or, regarding rental payments, 'Are unresolved space or parking issues a pre-defined condition in park rules that provides management to withhold receipt of rental payments until resolved?'

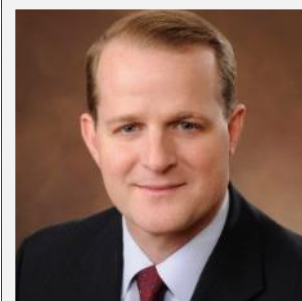
Remember, mediation is not a one-sided discussion. You, too, may have to answer questions posed by the mediator. As your husband may be unduly burdened by off-site parking, come prepared to answer this question: 'Have you asked the park manager to consider a special space or street parking allowance for your husband due to his age, health, or mobility?' The answer to this or any clarifying question may surprise you and set the stage for a productive discussion leading to solutions.

For questions about mediation or to get support, contact the nearest Community Dispute Resolution Center (CDRC) or MCRC for assistance.

Ed.'s Note: In the last issue Marlena Bertram used the words "park laws" rather than "rules and regulations." Laws/statutes are made by legislative bodies, not by landlords, who make park rules. The mediation columnists offer suggestions for conflict resolution and do not give legal advice.

Gary Winterstein is a mediator living in Bend since 2014. He is a retired Marine Corps Lieutenant Colonel with national security experience from agency assignments within the National intelligence community, the U. S. State Department, the Joint Chiefs of Staff at the Pentagon, and

U. S. military combat forces overseas. He holds an MBA in finance and small business management and currently serves as Executive Director for Community Solutions of Central Oregon, a nonprofit since 1998; providing dispute resolution programs and services throughout Crook, Deschutes, and Jefferson counties.



(Editor's Note: Jacqueline Capron-Allcott was our "Kids' Space" columnist from Fall, 2012, through Fall, 2014, when she graduated from being a "kid" to become a "teenager." With permission, we reprint an article she wrote in Fall, 2017, for her high school newspaper in Cookeville, Tennessee).

Trump Presidency Brings New Meaning to "Twiplomacy"

by Jacqueline Capron-Allcott

"My use of social media is not Presidential—it's MODERN DAY PRESIDENTIAL. Make America Great Again!" (Donald Trump tweet, July 1, 2017).

Since elected president, Donald Trump has used Twitter as his main outlet for communicating with the American people and world leaders. His online comments encompass a vast array of topics, both factual and non-factual, and many include opinions.

This isn't to say that the use of Twitter by politicians is inherently negative. Former Italian Foreign Minister, Giulio Terzi, commented on the use of Twitter for politics and diplomacy, "Social media exposes foreign policymakers to global audiences while at the same time allowing governments to reach them instantly." He followed this by saying that Twitter creates an efficient method of exchanging ideas between policy-makers and the public and provides diplomats with the opportunity to more quickly respond to and reflect on current events.

Diplomacy is the managing of international relations by the representatives of a country; when applied to Twitter, it is called "Twiplomacy." In 2013, a study conducted by the website Twiplomacy discovered that 153 of the 193 countries in the United Nations had established government Twitter accounts.

Many of President Trump's peers in the political world, like Canadian Prime Minister, Justin Trudeau or French president Emmanuel Macron, use their Twitter accounts for public relations, like congratulatory statements to prominent citizens or informational media about actions

they've helped their country to take. Since other world leaders and ambassadors use Twitter as a beneficial way of sharing information with mass populations, how is Trump different?

The disparity between Donald Trump's Twitter usage and other leaders' lies with this: While other political world leaders use Twitter as a way to deliver positive press to a wider audience, Trump occasionally uses it as a way to share information that, by other politicians, would be shared through official statements and press conferences.

A recent CNN poll shows that seven in ten Americans feel Twitter is a "risky way for a president to communicate," and more than half of the Republicans polled said that Trump's tweets are "too often a response to what he sees on TV."

In contrast, some view this method of communication as a new and creative way of sharing information with the public. Writer Mary Dejevsky suggests, "...is saying what you mean and meaning what you say really such a bad thing? Might there be merit to communicating unmediated, not just with your domestic public but with the world?"

It is possible that Trump's Twitter usage could be the inspiration for a new wave of diplomacy in which quickly drafted statements published to the Internet carry less weight than they would in a press conference. All in all, the one aspect of Trump's tweets that remains constant is their unpredictable nature.

Silent Auction Benefits Helping Hands

Donations to Helping Hands at the state meeting included several baskets, two quilts, other handiwork, and art (paintings, pictures). We were happy to see a couple of \$100 bills! The Helping Hands fund increased by \$341.50, thanks to the following people and parks that donated items: Donna Burgess, Joy Serkowney, and Jane Capron from SongBrook; Rita Loberger; Elaine Garley and Terrace Lake members; Sue Rembert; Rogert King; Carene Davis-Stitt, Claire Ragsdale, Judy Greer and Sheryl Lampman from Falcon Wood Village, and any others we've neglected to list here. A big thank you goes to all who bought items.

*Joy Serkowney
compiled an
auction basket*



A Fairy Tale...as told to Gus Daum

Harry and Sue had been long admired, perhaps envied by their friends for their marriage of over 35 years. He often helped her to her chair in social settings, helped her with her evening wrap, and they clasped hands as they might have in their youth.

They were enjoying their ritual Friday evening dinner at a local restaurant, sips of wine saluting the week's end. Suddenly a fairy fluttered to their table on gossamer wings.

"I have been sent to you to offer you two wishes."

Skeptical both of fairies, and such things as fairy wishes, they smiled. The fairy said, "No, this is for real" (That's the way fairies talk these days). "We'll start with you, Sue."

Sue raised an eyebrow and offered a tentative, "Okay, we have always wanted to share a long ocean cruise, haven't we Harry?"

Zap, two tickets magically appeared in Sue's hand, each good for a three-week ocean trip with a river cruise and tour in Europe. Sue squealed her delight.

Now, Harry, you're next."

He gazed at the tickets in Sue's hand, pondered his choices for nearly five minutes, and said, "I would like to be married to a woman 30 years younger than myself.

Zap, he was 92.

Helpful Ideas that Might Interest You

For the Hard of Hearing...

from Dee Evers, Jacksonville Royal Mobile Estates

I recently acquired, free of charge, a 'captioned' telephone, which a great benefit to me and I think would also be helpful to a number of residents in other parks. It is hooked up to my computer and prints out the conversation of the caller, so I can read as well as listen to what is said. This is courtesy of the Federal Communications Commission (FCC), and is for those who are hard of hearing and have difficulty understanding what callers is saying.

I came by this information through an article in the AARP news magazine. At least two companies offer these phones. Your audiologist or hearing aide expert has to sign the form that you complete to verify your loss, and then they fax it to the company and an appointment is made with their representative. She hooks it up, demonstrates how it works, and leaves you with a booklet of info. My audiologist recommended getting the phone from Hamilton CapTel because the service is very quick and good.

(continued on page 15)

(Chapter News *continued from page 4*)

SongBrook, Eugene

from Jane Capron, Chapter President

At our last meeting, the chapter voted to give \$400 from our treasury to our adopted neighborhood school, Malabon Elementary, to help needy families purchase required school supplies. We make money for projects by having a yearly garage sale and a bi-yearly white elephant sale, both open to the public. At the meeting our area state legislators gave an accounting of their efforts to help manufactured park residents. We feel all chapters should invite legislators to speak at their meetings.

Westlake Village

from Robert Meredith

Our Westlake Village chapter hosted 42 residents in the clubhouse for an Oktoberfest meal with bratwurst, German potato salads, and sauerkraut. Residents provided rolls, salads, and wide array of desserts. It was a wonderful way to end a fall Friday that started out with pouring rain, followed by alternating sun and overcast skies, and then a chilly, steady wind, reminding us that it is Fall!

Gainsborough, Eugene

from Rich Pitter

The homeowners association continues its program of activities for residents. In addition to its exercise class, weekly coffee, Bingo, and twice monthly wine-tasting events, we had a town meeting in September to acquaint new residents and re-acquaint longer-term residents with the variety of activities and committees available. In September, the social committee hosted a chicken dinner for residents; in October, residents had dinner out at the Olive Garden. Upcoming planned events include a November traditional turkey dinner and, in December, both a jazz band concert with desserts and a separate caroling group touring the community. The HOA is currently developing a drive for used clothing for donation to the Eugene Mission.

Terrace Lake, Salem

from Elaine Garley, OSTA Representative

The owners of our park provides two turkeys for our November Potluck event, then our Home Owners Association provides a ham for our December Potluck event. Everyone attending brings a complementing dish to go with the meat selection. We are going to try something new for the Holiday Season. Everyone will have a chance to vote on what they think is the best holiday decorated home in our park. Everybody have a wonderful holiday season!!!

(Helpful Ideas—*continued from page 14*)

For Anyone Who Ever Drops the Soap...

from the AARP Bulletin

Put your bar of bath soap inside an old nylon stocking or a piece of netting and tie it to the showerhead or a towel bar. You can get lather through the stocking and not have to worry about the soap falling and creating a slippery surface.

For Anyone In Need of an Icepack...

from Physical Therapists and AARP

Forget the bags of frozen peas and mix rubbing alcohol and water in a sturdy plastic bag (use two Ziplocks to prevent leakage) and freeze. You'll probably use up to twice the amount of water as alcohol, but the mixture will depend on how flexible you need the icepack to be, the more alcohol, the more flexible. Use on body parts that need icing.

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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.***



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If a friend or neighbor gave you this copy of THE
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☐

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.



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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

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