



OREGON STATE TENANTS ASSOCIATION
Manufactured & Floating Home Communities

RESIDENTS COMMITTEE OF SEVEN

YOUR GUIDE TO INCREASING COMMUNICATION BETWEEN
YOUR PARK OR MARINA LANDLORD AND YOUR

2020 - 2021

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OREGON LEGISLATURE CREATED A MECHANISM FOR IMPROVING LANDLORD-TENANT COMMUNICATION

In 1997, with the help of OSTA, the Oregon legislature passed the very first law aimed at improving communication and working relationships between park and marina homeowners and their landlords.

Summary of the Committee of Seven

Oregon law [ORS 90.600 (9)] allows for manufactured and floating home owners who rent their space to organize themselves into a tenant association (commonly referred to as a Committee of Seven) for the purpose of working together to improve relations and communication between homeowners and landlords, by representing residents in meetings with park and marina management. By law, the committee can bring any park-wide or marina-wide issue, except for rent, to the discussion, and the landlord or landlord's representative is required by law to meet with the tenants to discuss their concerns.

The Relationship Between a Park or Marina Landlord and Their Tenants

Manufactured home parks and floating home moorages are unique communities. Unlike typical neighborhoods, park and marina tenants own their homes but do not own the land on which their manufactured home is situated or the slip to which their floating home is moored. In a park or rental moorage, homeowners are considered tenants and the park or marina owner is considered the landlord. Some parks and marinas are managed by a hired property management services company who handles the day-to-day tenant and facilities management on behalf of the owner. Sometimes, the park or marina owner handles all tenant and facilities management.

Tenants who live in these communities are required to sign rental agreements and follow park and marina rules and regulations.

At times, communication can break down or become one-sided between landlords and tenants. Oregon law allows homeowners in a park or marina to form a tenants committee to help.

This law provides an excellent tool that can benefit not only homeowners but park/marina owners and managers, too. The idea is that good communication is the first step in achieving workable relationships.

The law sets conditions tenants must follow in forming a committee. This Guide can help you get started.

Why Form a Committee of Seven?

Each park and marina has a different landlord-tenant dynamic. Some communities have open conversations between residents and their landlord and there is no need for a formalized communication process. But some communities do not enjoy the benefit of an open, engaged, landlord or manager willing to talk with residents about their ideas, suggestions, and issues.

Have you ever questioned the rules at your park or marina? Have you wondered if the last time the parking lot was paved was in 1859? Have you wished the landlord would offer additional services to your community?

Have you asked these types of questions of your landlord but received little or no response?

If you wish for more positive tenant-landlord experiences and communication at your park or marina, or you feel that your landlord isn't holding up their end of the bargain and you want to do something about it, OSTA recommends starting a Committee of Seven. We have seen Committees of Seven improve communication and resolve issues for our members countless times over the last two decades the law has been in effect.

The Unique Power of the Committee of Seven

A Committee of Seven's success lies in the following:

- Strength in numbers
- Ability to submit issues to landlord through a group, rather than an individual complaint
- Backed by and protected by the law



To increase the strength and effectiveness of the Committee of Seven, OSTA recommends that, if committee members are not familiar with ORS Chapter 90, they partner with their residents who are OSTA members, their OSTA Chapter, or their OSTA District Director who can review the committee's list of issues they wish to bring to the landlord and help the committee members understand the laws and their rights. It can be a very powerful negotiation tool for a committee to understand which issues the landlord is required by law to resolve and which issues would be considered requests of the landlord.

FREQUENTLY ASKED QUESTIONS: COMMITTEE OF SEVEN

What is a Committee of Seven?

A Committee of Seven is a group of seven or fewer tenants elected by a majority of park or marina residents to represent their interests in meetings with the park or marina landlord. By law, the committee can bring any park-wide or marina-wide issue, except for rent, to the discussion. The law requires the Landlord to meet with the committee at least once, but no more than twice per year and to respond to the residents' concerns in writing.

What Can a Committee of Seven Do that I Cannot Do?

- Negotiate on behalf of all tenants to change rules about pets, subleasing and renting, and what tenants can and cannot do to the exterior of their homes - any rule can be negotiated
- Negotiate on behalf of tenants to have safety or maintenance issues repaired by the landlord
- Add clarity to what is expected of tenants and the responsibilities of landlords
- Protect the identities of tenants who wish to ask for something from the landlord but don't wish to be identified - the group can make the request and preserve the tenant's anonymity during landlord negotiations
- Ask landlord to provide additional services or amenities
- Force the landlord to respond to issues and requests with the support of the law
- And many more

Are Committees of Seven Required?

Tenants are not required to form a Committee of Seven, but the law provides steps to create one if it is desired.

Who Serves on the Committee of Seven?

The statute specifies that there can be one Committee of Seven consisting of no more than seven individuals (can be fewer) and requires that those who serve to represent the residents are elected, meaning some form of a nomination process, ballots, and a method to tally those ballots in a facility-wide election. The committee cannot be “appointed” by a few, but must be “elected” by the residents in an election where all residents have the opportunity to participate.

Who is Eligible To Be a Member?

Any park or marina tenant may serve on the committee. The law identifies staff members who pay rent as tenants. However, their participation on the committee might be taken as a conflict of interest and is not recommended. If a landlord owns a home at the park or marina, they are still considered the landlord and should not be a part of the committee or the election process.

Is the Facility Staff Included in the Election?

This is an election. If the staff pay rent, the landlord/tenant statute identifies them as tenants. If the staff are nominated and elected, it is possible that they could choose to participate. However, it is recommended that the staff of the facility not participate as committee members due to the potential appearance of a conflict of interest. If a landlord owns a home at the park or marina, they are still considered the landlord and should not be a part of the election process.

How Often Should a Committee of Seven Meet?

ORS 90.750 identifies that no provisions in a rental agreement or other document shall “infringe upon the right of the persons who rent spaces in a facility to peaceable assemble....”

Residents may meet as often as they choose. The Committee of Seven also can meet as frequently as they deem necessary. However, the laws states that the landlord or landlord’s representative is required to meet with committee at least once, but no more than twice, in a calendar year, unless both parties agree to meet more frequently.

How Do We Know Our Tenant Concerns Will Be Taken Seriously?

The law requires that a landlord give a fair hearing to tenant issues by meeting with the Committee of Seven to discuss them. After the meeting, the committee must provide to the landlord a written summary of the issues discussed during the meeting. Again, required by law, the landlord must provide a "good faith response" to tenant issues in writing.

Does a Committee of Seven Really Work?

There are hundreds of these Committee of Sevens that have formed under the protections of Oregon law and who have successfully negotiated with landlords to achieve many goals which improve the quality of life for tenants who own their homes but rent the space their home occupies.

What Should the Committee of Seven be Called?

The legislature did not create a name. The committee's stated purpose is to facilitate communication. Some committees which have been created use a variety of names such as "Communication Committee" or "Resident Relations Committee." The name should encourage communication, not increase conflict.

How To Do Residents Share Their Issues to Be Considered for Resolution With The Landlord?

Issues to be considered should be submitted in writing to the Committee of Seven. It is important to include your contact info in case the committee needs to clarify or better understand your concern or discuss possible solutions that meet your needs. However, it is imperative that the Committee of Seven maintain confidentiality at all costs when discussing the issues at the landlord's meeting.

What Are The Landlord's Responsibilities?

The landlord is responsible to cooperate with the request of the committee and either personally attend or appoint a representative to represent them at the meeting.

The landlord or the landlord's representative must meet with the committee within 10 to 30 days of the request.

After receiving a summary from the residents of the issues addressed in the meeting, the landlord or their representative shall make a "good faith" response within 60 days.

HOW TO FORM A TENANTS COMMITTEE

While the law defines the objectives of the Committee of Seven, it did not define the prescribe the process of how to get there. It only offered some parameters.

Here is an overview of a suggested process. A detailed step by step suggested process is provided in the Appendix at the back of this Guide.

"There is no power for change greater than a community discovering what it cares about."

– Margaret J. Wheatley

Identify an Election Leader

Choose, nominate, or accept a volunteer to be a "chief" or "director" of the election process, someone willing to assume the responsibility for the process. **This cannot be the landlord or staff.**

Determine Election Process

Adopt a system to document the entire election process similar to the state election process. It is imperative that every resident get the opportunity to vote, if they choose.

Establish a Meeting Location

Identify a suitable meeting place on the premises if available, or an alternate location if necessary.

Announce the Nomination Meeting

Create a flyer that includes a summary of the process, requests nominations or volunteers, and notifies of the date, time and location.

Distribute the flyer to every home in the facility.

Nomination Meeting and Election Committee

At the Nomination Meeting, the nominations and volunteers should be reviewed to verify residency in the facility. An Election Committee, of at least three non-candidate residents, should be agreed upon or elected to handle the details of the election.

Ballot Distribution

A ballot should be created and distributed to each home in the facility.

Voting

A ballot box should be made available for the ballots to be returned by a specific date.

One resident of record per rented space may vote in the election.

Voting Results

After the date of the election, the Election Committee should open and count all ballots and the top seven individuals should be notified of their election.

First Committee of Seven Meeting

At the first meeting, a chairperson and recording secretary should be elected from among the seven.

Tenant Issues Submission

Issues of the residents to be considered in discussions with the landlord should be submitted to the committee in writing.

Requesting a Meeting with The Landlord

The Tenants Committee may request a meeting with the landlord, in writing, to discuss any complaint other than rent issues.

Meeting with The Landlord

In response to this request, the landlord must meet with the Tenants Committee to discuss the complaint within 10 to 30 days.

Unless otherwise agreed, the landlord or the landlord's representative shall meet with the tenants committee at least once, but not more than twice, each calendar year. The meeting shall be held on the premises if the marina has a suitable meeting space, or at a location reasonably convenient to tenants.

After the Meeting with The Landlord

The Tenants Committee shall send a written summary of issues and concerns addressed at the meeting to the landlord, who then must respond in writing to the committee's summary within 60 days.

What if the Landlord Fails to Meet With The Committee?

If the landlord or landlord's representative fails to meet with the tenants' committee or fails to respond in good faith to the written summary as required by law, then the Committee is entitled to force the landlord into Mandatory Mediation as described in ORS 90.767.

You can call the MMCRC to initiate mandatory mediation.

Manufactured and Marina Communities Resource Center

(800) 453-5511 Toll Free

BEST PRACTICES FOR SUCCESSFUL MEETINGS AND AIRING PARK OR MARINA GRIEVANCES

1. **Keep written records.** Insist that residents write out and sign their grievances. You can promise not to divulge identities, of course. You don't want a later backlash, where someone says, "That wasn't me who complained. I never said that." Insist that your committee members respect the privacy of those who complain. What goes on in the committee meetings should stay within the committee. The chair might provide an overview to the homeowners, but no names should be mentioned.
2. **Prepare a list of goals based on complaints gathered from residents.** Study the complaints, grouping them as much as possible, and ranking them as to importance to all residents. When you begin writing out the list to share with the landlord, try to word your list in a positive way, that is, for example, don't say, "The manager should stop being so nasty." Rephrase it to say, "We'd like a pleasant relationship between management and residents."
3. **Negotiate with management which of the goals on your written list they will consider.** The negotiation will be give and take, involving discussion and no accusations. For example: one goal might be for the manager and residents to be more pleasant to each other. If management can agree that pleasant working relationships are desirable, then the committee and management can discuss together how to make that possible. Another goal might be to prevent speeding within the park. If management agrees that's a worthwhile goal, everyone can discuss ways to prevent speeding.
4. **Prepare a written list of negotiated goals and suggestions for achieving them for management and committee members to study.** If there have to be personal complaints, they should also be offered in writing so that they can be clearly understood by everyone in the meeting (the person being accused needs to have a written copy of the allegation in order to defend him- or herself).

THE 3 TYPES OF TENANT ASSOCIATIONS AT YOUR PARK/MARINA

Though the Committee of Seven was created through and protected by legislation, it has important but limited rights and responsibilities.

The presence of OSTA members or an OSTA Chapter in your park or marina can greatly enhance the effectiveness of your Committee of Seven. OSTA members are well educated on tenant rights, provide strength and safety of numbers (great support and statewide strength for committee members) and homeowner input.

The laws give you rights, but it is up to you to exercise them. In our 40 years of experience, OSTA has found that there is more power in numbers. Whether there is an individual resident backed by a Tenants Association or an OSTA Chapter backed by a state-wide network of members and advocates, forming a group is one of the most powerful things you can do to add safety and stability to your community.

Landlord-tenant laws protect residents who wish to gather and meet for any legal purpose. Not only that, the law gives additional protections and negotiating power when dealing with your landlord than individual tenants in a park or marina.

There are 3 types of Tenants Associations:

- Committee of Seven
- OSTA Chapters
- Tenant Association

Oregon law protects your desire to have all three groups at your park or marina. But each group serves a different primary function.

Committee of Seven

The law gives the Committee of Seven is a group of seven or fewer tenants elected by a majority of park or marina residents to represent their interests in meetings with the park or marina landlord. By law, the committee can bring any park-wide or marina-wide issue, except for rent,

to the discussion. The law requires the Landlord to meet with the committee at least once, but no more than twice per year and to respond to the residents concerns in writing. If the landlord refuses, the law allows the tenant to require mediation with the landlord or allows them to file a court case against the landlord.

The Committee of Seven is a group of individual tenants who meet to try to resolve park-wide or marina-wide issues with their landlord. The formation, rights, and duties of a Committee of Seven are controlled and defined by the Oregon Residential Landlord and Tenant Act [\[ORS 90.600\(9\)\]](#). Up to seven tenants can be elected by the residents to serve on the Committee and the Committee gets to meet with the landlord/owner or a representative up to twice a year to discuss the tenants' non-rent concerns. Committee members can afterward write up a summary of the issues and concerns and the landlord must reply within 60 days. If the landlord doesn't meet with the Committee or fails to respond to the summary the Committee is entitled to mandatory mediation or informal dispute resolution. Finally, if the landlord fails to participate in the mandatory mediation or informal dispute resolution, the Committee can sue to force the landlord to participate.

However, the extent of the success of the Committee of Seven oftentimes depends on residents knowing the law and their rights.

OSTA Chapter

An OSTA Chapter is a tenant association within a park or marina that works to educate residents about their rights and provide support to individuals in their interactions with park or marina management. It is also part of a large state-wide organization that actively works to educate, empower and advocate park and marina residents on a statewide and national level. OSTA gathers information about issues our members are experiencing at the OSTA Chapter level and influences the state legislature by participating in The Coalition that writes legislation affecting park and marina residents. OSTA also participates regularly in discussions with other similar advocacy groups from around the country and provides training to its OSTA Chapter Chairs on the laws and organizing and advocating for residents.

OSTA Chapter members know their rights, have built a community with neighbors, and they generally have a better relationship with their landlords. An OSTA Chapter adds value to the community and they can provide support to the Committee of Seven about which issues they are attempting to resolve are requirements under the law or are simply requests from tenants to improve their lives at the park or marina.

Tenants Association

A Tenants or Homeowners Association is generally a social club in the community and automatically includes every resident in the community. It generally promotes neighborliness. It can be as formal or informal as the residents want. It can organize yard sales, pitch-in dinners, river clean-ups, or it can be politically active in resolving issues together. Rules regarding membership, elections, officers, dues, meetings, and the role of a Tenants Association (TA) or Homeowners Association (HOA) is up to the people who form and run it. TA's can be an effective vehicle for organizing, informing, and independently advocating for tenants' rights or just for helping each other out by organizing bake sales, card games, a newsletter, or volunteer to help those in need in the community.

If there is no Tenants Association, then an OSTA Chapter can also fulfill the neighborliness objective of a Tenants Association.

Why Would I Want Another Resident Group?

If you already have a Tenants or Homeowner's Association or an active OSTA Chapter, forming a Committee of Seven is still recommended because Oregon laws give a Committee of Seven special powers and rights to negotiate with a landlord about park-wide and marina-wide issues.

It is not unusual, in well-organized communities, to have an OSTA Chapter, a Residents Committee of Seven, and a Tenants Association. The membership of the OSTA Chapter Board and the Committee of Seven often overlap and cooperate in their efforts to make residents feel connected and better protected.

It is of utmost importance that each group functions within the parameters of its own group so that duties don't overlap and feelings don't get bruised. Even if a community has just two of the groups mentioned here, it would be wise for the chairpersons to confer periodically and lay out and agree to their agendas in writing before reporting to the rest of the residents.

All of these groups are referred to in the state statutes as Tenants Associations. At one meeting each year, the chairs of the groups should provide an updated one-page reference listing the organizations and their contacts. Management is required by statute to provide this page of information to new prospective tenants along with a Statement of Policy, Rental Agreement, and Rules that the prospective purchaser can review prior to making a decision to become a tenant.

APPENDIX

Committee of Seven Statute

90.600 Increases in rent; limitations; notice; meeting with tenants; effect of failure to meet. (1)

(9)(a) The tenants who reside in a facility may elect one committee of seven or fewer members in a facility-wide election to represent the tenants. One tenant of record for each rented space may vote in the election. Upon written request from the tenants' committee, the landlord or a representative of the landlord shall meet with the committee within 10 to 30 days of the request to discuss the tenants' nonrent concerns regarding the facility. Unless the parties agree otherwise, upon a request from the tenants' committee, a landlord or representative of the landlord shall meet with the tenants' committee at least once, but not more than twice, each calendar year. The meeting shall be held on the premises if the facility has suitable meeting space for that purpose, or at a location reasonably convenient to the tenants. After the meeting, the tenants' committee shall send a written summary of the issues and concerns addressed at the meeting to the landlord. The landlord or the landlord's representative shall make a good faith response in writing to the committee's summary within 60 days.

(b) The tenants' committee may be entitled to informal dispute resolution under ORS 90.769 if the landlord or landlord's representative fails to meet with the tenants' committee or fails to respond in good faith to the written summary as required by paragraph (a) of this subsection. [Formerly 91.869; 1991 c.844 §8; 1995 c.559 §35; 1997 c.577 §26a; 1999 c.676 §21; 2001 c.596 §36; 2019 c.1 §3; 2019 c.625 §56]

Sample Process for Forming a Committee of Seven

OSTA makes it easier for you to form your Committee of Seven by providing a **suggested** framework, a variety of tools, resources, and next steps to help you empower yourself and those in your park or marina.

Schedule the Committee of Seven Kickoff Meeting

Schedule a meeting to kick off the formation of the committee. Make sure to reserve the a suitable meeting place on the premises, if available, or an alternate location, if necessary, for your meeting. Select a time and day where you will receive the largest participation.

Announce the Formation of a Committee of Seven

By either email, door-to-door, posting a flyer in a common area, social media posts to your community page, or announcing it at the next tenant association or OSTA Chapter meeting, let residents know about the date, time, and location of the kickoff meeting, what a Committee of Seven is, why it's important and that a future election will be held. It can be helpful, at this time, to mention that you will be looking for neighbors to help with the elections.

Committee Member Nomination Process

While the statute did not create a formal election process, it is advisable to follow a system to meet the intent of the law without conflict. Feel free to follow this framework or adjust it to meet the needs of your residents while also adhering to the intention that the Committee of Seven should represent all tenants.

Prepare for The Kickoff Meeting

It is important to think in advance of what you want to share with people at the kickoff meeting so they can be informed about the Committee of Seven and the process. In the Appendix at the back, OSTA has provided a sample handout you can share with those who will attend your kickoff meeting. You can also choose to create an electronic presentation or just casually talk to the residents at the table, depending on your preference.

The Kickoff Meeting

If you do not have a complete directory of residents, it is a good idea to request names, emails, phone numbers and space numbers of the attendees as this help enable communication with the group throughout the election process as well as informing residents of future meetings or current issues the future committee will be working on.

At the kickoff meeting, make sure to thank everyone for coming. Using the contents of this Guide, begin by explaining to them what a Committee of Seven is, and why it's important to form one. Share your presentation or your handouts and answer questions

Choose an Election Director

During this meeting, you should choose a tenant to fill the role of **Election Director** who will ensure the process is followed to arrive at a fair election of the members of your committee.

This cannot be the landlord or staff.

The **Election Director** will document a proposed system which will best result in a fair election and maintain voting integrity. The process should address the logistics of the proposed committee member nominations and election process (including proxy voting) and address such details such as paper ballots vs electronic ballots, how do tenants submit nominees if they cannot attend the Nomination Meeting, etc. The Election Director may choose to seek input and help from other residents.

Choose an Election Communications Chief

Choose one resident to fill the role **Election Communications Chief** to assist the Election Director in developing emails, flyers, making phone calls, or distributing handouts to keep residents informed about the election process, key dates, etc.

Once the **Election Director** creates a good system for holding the election, the **Election Communications Chief** will create and post flyers (call, mail, or email residents, as possible) to explain what a tenant committee is and to let them know about the Nomination Meeting.

Determine the Maximum Number of Members Your Committee Should Have

A group decision should also be made about how many members should serve on the committee. In large parks or moorages, having seven members may make sense. But in a small park or moorage, the attendees should determine the maximum members the committee should have (up to seven).

Before you adjourn, don't forget to identify a suitable meeting place and date for the next meeting – the Nomination Meeting – and who will reserve the space.

Election Director to Create and Adopt an Election Process

The **Election Director** will create a fair election process such that every resident will have the opportunity to vote, if they choose, while considering factors such as disabilities, some of your neighbors may not have internet access, or may be on vacation, etc. The **Election Director** should document this process in writing.

Election Communications Chief Announces the Nomination & Election Process

The **Election Communications Chief** will create and distribute a flyer that explains what a Tenants Committee is, summarizes the election process, requests nominations or volunteers to be submitted to the group, and notifies tenants of the date, times and location of both the nomination meeting and the election, and the deadline and process for receiving final nominations.

The Nomination Meeting:

The **Election Director** will explain to the meeting attendees about the tenants committee and the purpose it serves, and how it is protected and encouraged by Oregon law.

The **Election Director's** proposed nomination and election process (including proxy voting) will be reviewed by tenants at this meeting to ensure its fairness before adopting. Any required edits to the process can be agreed upon and made on site.

Choose Three Election Inspectors

An **Election Oversight Group**, of at least three non-candidate residents, should be agreed upon or elected to handle the details of the election.

Three residents will be chosen to fill the role of **Election Inspectors** to oversee the integrity of the election process - These **Elections Inspectors** will not be eligible for becoming a nominee.

Nominate Residents to Serve on the Committee of Seven

Meeting attendees will nominate residents to become members of the committee. Residents can nominate as many individuals as they wish. But the law only allows up to 7 residents to serve as members on the committee. Residents can nominate themselves.

Verify Nominees are Eligible Residents

During the Nomination Meeting, the **Election Director** should take care to verify that each nominee is an actual homeowner and eligible to serve on the committee. Residents who rent the home are not eligible to vote.

Once these steps are completed, and that you have recorded contact information for anyone that you previously did not have contact information for, adjourn the meeting.

Last Call for Nominations

If your adopted process has a way for those not in attendance to deliver their nominations, then make your last call for those, if you have not done so already.

Verify That All Nominated Wish to Serve

If nominees were not in attendance at the Nomination Meeting, the **Election Director** should let them know they were nominated and verify that they accept the nomination.

Optional: Bios of nominees

When the **Election Director** contact each nominee to inform them of the nomination and confirm their interest, the **Election Director** can request a brief background from them.

Each **Nominee** will provide to the **Election Director** one paragraph stating their name (as they wish to be called), slip number, number of years of residency at the park or marina, and the reason they feel they would be a good member. These should be short, no more than 1 paragraph and will be due to the **Election Director** within a week of being notified.

Voting

Create and Distribute Ballots

Election Communications Chief should create and distribute a flyers, emails, etc. to notify residents of the voting logistics and deadlines.

The **Election Director** should create and distribute a ballot containing each Nominee's name to each home in the facility (along with their submitted optional backgrounds – if no background was submitted, then that nominee will appear on the ballot without supplemental info). One resident of record per rented space may vote in the election.

The **Election Director** ballot box should be made available in a secure, central location with a reminder of the deadline date and time the ballots must be returned. If proxy voting or voting by email or web-based survey is permitted, the **Election Director** will set up the process and work with the **Election Inspectors** to verify the integrity of capturing those votes.

Counting the Votes

After the close of the election, the **Election Inspectors** should open and tally all ballots and the top (up to) seven individuals should be notified of their election.

Only 1 vote per residence will be counted. If more than 1 vote per residence is received, only the most recently submitted vote will count.

The **Election Inspectors** will notify the **Election Director** of the results. The Election Director may request more information or request to see the original ballots.

Once the **Election Director** is satisfied with the validity of the results, they will notify the **Election Communications Chief**.

Announcing the Results of the Votes

The **Election Communications Chief** will announce the new members to the residents via email , or flyer, and share member contact information with each of members so they can work together to schedule the first meeting.

Commencing the Committee of Seven

Determine Roles

At the first meeting, a chairperson and recording secretary should be elected from among the members.

Determine Ground Rules

Determine how the committee will take in issues and grievances from the residents and handle those issues. Determine some ground rules for prioritization of issues. Keep in mind that you cannot negotiate on rent issues.

Set a deadline for the first round of issues submissions. Keep in mind that, even though you are only guaranteed one meeting per year with the landlord, you may receive quite a large number of issues since this may be the first time residents have had the opportunity for their issues to be heard since they became residents. Some residents might have a backlog of grievances to share/ But the good news is that many of their issues will be top of mind because of all the voting and planning that just concluded. So gathering a satisfying amount of issues from residents shouldn't take long the first time you do this.

This is a very good time to also draft your one-page summary about your Committee because the landlord is required to give a summary of all resident associations to prospective purchasers of homes in your community.

Communicate the Issues Intake Process

Communicate how residents can contact you with their issues and the deadline for submission date. Consider developing a form for a residents to fill out so that it has all of the instructions and relevant information in case you need to follow up to ask question or better understand the issues and desired outcome. It is recommended that you not consider issues which are anonymously submitted. (See Best Practices for keeping a written record earlier in this Guide)

Collect and Organize Resident Complaints

The Committee should work through all the complaints from the residents and determine if there are similarities which could be grouped together. Consider a way to prioritize the issues and gather more information from the resident who submitted the issue if necessary.

Objectives for your Landlord Meeting

Draft the written list which will be shared with the landlord (See Best Practices for preparing the goal list earlier in this Guide)

Requesting a Meeting with The Landlord

The Tenants Committee may request a meeting with the landlord, in writing, to discuss any complaint other than rent issues. (See Sample Notice in the Appendix)

Meeting with The Landlord

In response to this request, the landlord must meet with the Tenants Committee to discuss the complaint within 10 to 30 days.

Unless otherwise agreed, the landlord or the landlord's representative shall meet with the tenants committee at least once, but not more than twice, each calendar year. The meeting shall be held on the premises if the marina has a suitable meeting space, or at a location reasonably convenient to tenants. (See Best Practices for negotiating with the landlord earlier in this Guide)

After the Meeting with The Landlord

The Tenants Committee shall send a written summary of issues and concerns addressed at the meeting to the landlord, who then must respond in writing to the committee's summary within 60 days.

Sample Flyer to Announce Kickoff Meeting

RESIDENT ELECTION

We are forming a residents committee to help improve our way of life at Skyline. Oregon legislature encourages our residents to form a Committee of Seven to represent tenant issues at meetings with the landlord. So, together, let's resolve issues in our community and make Skyline a better place to live.

Come to the meeting with ideas about who you think would make great resident committee members to represent us!!!

Unique Power and Strength of the Residents Committee:

- Strength in numbers
- Ability to submit issues to the landlord through a group, rather than an individual complaint
- Backed by and protected by the law

Looking for Volunteers to Help with the Community-Wide Election

NOMINATION MEETING DATE: AUGUST 20, 2020

TIME: 6:30p – 8:30p

LOCATION: The Clubhouse – main room

For more information on a Resident Committee, how it works, and how it can benefit residents, VISIT: <https://oregontenants.com/form-a-resident-committee>

DO NOT REMOVE: Pursuant to ORS 90.750, park and marina tenants have the right to post notices at their parks

Sample Handout to Inform Residents About a Committee of Seven

Oregon Legislature Created a Mechanism for Improving Landlord-Tenant Communication

In 1997, with the help of OSTA, the Oregon legislature passed the very first law aimed at improving communication and working relationships between park and marina homeowners and their landlords.

Summary of the Committee of Seven

Oregon law [ORS 90.600 (9)] allows for manufactured and floating home owners who rent their space to organize themselves into a tenant association (commonly referred to as a Committee of Seven) for the purpose of working together to improve relations and communication between homeowners and landlords, by representing residents in meetings with park and marina management. By law, the committee can bring any park-wide or marina-wide issue, except for rent, to the discussion, and the landlord or landlord's representative is required by law to meet with the tenants to discuss their concerns.

Why Form a Committee of Seven?

Have you ever questioned the rules at your park or marina? Have you wondered if the last time the parking lot was paved was in 1859? Have you wished the landlord would offer additional services to your community?

Have you asked these types of questions of your landlord but received little or no response?

If you wish for more positive tenant-landlord experiences and communication at your park or marina, or you feel that your landlord isn't holding up their end of the bargain and you want to do something about it, the Oregon legislature wants you to form a Committee of Seven. Committees of Seven have been working to improve communication and resolve issues at hundreds of communities over the last two decades the law has been in effect.

Gather your neighbors and learn how to start improving your lives by visiting this site for more information and a Guide to help you form your own Committee of Seven:

<https://oregontenants.com/form-a-resident-committee/>

Alternatives to the Paper Ballot

Traditionally, voting has been done by paper and ballot box. However, in 2020, it is important to remember that we do have technological tools to make voting easier.

When evaluating a voting process which works for your community, be sure not to leave out any resident who may not have a computer or access to the internet.

But also be sure not to leave out anyone who cannot physically participate in meetings or travel to the ballot box safely.

Digital alternatives to paper ballots:

- Email
- Zoom Meetings – private voting can be done in the Chat space by sending a private message to the Election Inspectors
- Survey Monkey

Sample Election Roles

Keep in mind that your group can determine **your own process**, titles, and roles, as long as every resident is given the opportunity to participate in the process and vote on their representatives.

But here is one way in which residents can organize their election roles so that no one person is carrying all the work.

Election Director: Develops the election process and ensures the process is followed to arrive at a fair election of the members of your committee.

Election Communications Chief: Assists the Election Director by developing emails, flyers, making phone calls, or distributing handouts to keep residents informed about the election process, key dates, etc. This person is the liaison between the director and the residents and could also create the ballot.

3 Election Inspectors: Oversee the integrity of the voting process, tally the votes, and communicate the results to the Election Director.

Nominees: Seeks a position on the Committee. Nominees can nominate themselves.

(Up to seven) Members of Committee: Serve on the Committee, receive issues from residents, meet and negotiate the issues with the landlord and communicate the results to the residents. If the landlord does not meet, the Committee should take the appropriate steps to force the landlord to comply with the law by contacting the MMCRC.



Sample Ballots

Skyline Committee of Seven Ballot

My Name: _____

My space #: _____

Please vote for only 1 person per household:

<input type="checkbox"/> Jane Clark Resident since 2010 OSTA Member, Coalition Member, Vice President of the Skyline OSTA Chapter	<input type="checkbox"/> Sarah Bennet Resident since 2000 Skyline Chili Cook-off Champion, last 3 years in a row
<input type="checkbox"/> Jim Roberts Resident since 2018 Contracts Negotiator for 30 years	<input type="checkbox"/> John Zarin Resident since 2000 Table Tennis Champ
<input type="checkbox"/> Ed Byers Resident since 1997 Skyline OSTA Chapter Treasurer	<input type="checkbox"/> Molly Cook Resident since 1996 School Teacher
<input type="checkbox"/> Clint Varga Resident since 1992 Skyline Neighborhood Watch Captain	<input type="checkbox"/> Bob Taylor Resident since 2019 Veteran
<input type="checkbox"/> Debbie Connor Resident since 2007 Skyline Neighborhood Watch Captain	<input type="checkbox"/> Steve Oscar Resident since 2011 Mall Santa
<input type="checkbox"/> Charles White Resident since 2001 Table Tennis Champ	<input type="checkbox"/> Colin Tern Resident since 2002 VFW President

Please return completed Ballot directly to the Club House Ballot Box (inside, to the right of the coat rack) or to Mary Kelsey, Space #E10, mkelsey@skylinetenants.com

Signature: _____

Date: _____



Sample Committee of Seven Issue/Grievance Form

The state legislature has given manufactured and floating home communities the right to have a Committee of Seven elected residents to collect written concerns or issues that affect our community. Skyline's Committee has a locked, slotted box located on the clubhouse kitchen counter, and committee members will periodically empty and prioritize concerns and then meet with the landlord at least once but not more than twice a year to discuss problems. You may also submit this form via email. Privacy is of utmost importance, so residents should know their privacy will be respected by Committee members who are :

John Smith, President..... (XXX) XXX-XXXX / jsmith@skylinetenants.com

Pamela Vicks, Vice-President..... (XXX) XXX-XXXX / pvicks@skylinetenants.com

Issue/Complaint

NOTE: The committee cannot consider anonymous submissions. We may contact the submitter if we need clarification or have other questions.

Submitting Resident Name:_____ Address/Space #:_____

Phone Number:_____ Email:_____

If more than 1 resident is making the same complaint, please list names of other residents who are submitting the same issue.

Who is the complaint against? (list the relevant subject of the complaint – by individual name or generally as landlord, staff, management, etc.):_____

Describe the Issue:_____



(Continue with description, if needed)

Signature: _____ Date: _____

Resident #2

Name: _____ Address/Space #: _____

Phone Number: _____ Email: _____

Signature: _____ Date: _____

Resident #3

Name: _____ Address/Space #: _____

Phone Number: _____ Email: _____

Signature: _____ Date: _____

Resident #4

Name: _____ Address/Space #: _____

Phone Number: _____ Email: _____

Signature: _____ Date: _____

Sample Summary of Issues to Be Discussed Between Landlord and Committee of Seven

These are some types of the things your Committee of Seven could ask a landlord for:

Rule Changes:

- Speed limit change
- Change the weight limits of dogs allowed in the community
- Less restrictive overnight guest policies
- More access to the clubhouse
- Enforcing a certain rule for the safety of all

Safety:

- Adding a gate
- Adding or removing/redirecting security cameras

Aesthetic Improvements:

- Repainting the community signage
- Updating the clubhouse kitchen

Additional Services/Common Areas:

- Building a dog park
- Creating a community garden
- Add electric car charging stations

Relationship:

- Improve the relationship between tenants and landlord/management
- Notify tenants in advance of work days for groundskeepers, tree services, utility/water line and pavement repair.



Sample Letter To Your Landlord Notifying Them of the Establishment of The Committee

(This is not required by law, however, we recommend notifying your landlord that your Committee exists)

To: Joe Cliffs, Landlord

From: Skyline Committee of Seven

Re: Property Rights and Transactions—Title 10, Chapter 90.600(9) of the Oregon State Statutes

The members of the Skyline Committee of Seven were duly elected on (date), and are
list names and committee roles).

Enclosed, you will find a one-page summary describing our Tenants Association. Per Oregon law, landlords are required to provide this one-page summary to all prospective purchasers at the time that they give the prospective purchaser an application for tenancy [ORS 90.510(1)(k)] and [ORS 90.680(9)(a)].

We will contact you to schedule the first meeting.

Signed,

Skyline Committee of Seven

Enclosure: Our Tenant Association One-Page Summary