



OREGON STATE TENANTS ASSOCIATION
Manufactured & Floating Home Communities

OSTA CHAPTER HANDBOOK

YOUR GUIDE TO ORGANIZING, EDUCATING, EMPOWERING AND
ADVOCATING FOR YOUR PARK OR MARINA COMMUNITY

2022 - 2023

OSTA
PO BOX 563
Gresham, Oregon 97030
(800) 423-9371 | www.OregonTenants.com



Table of Contents

About Our Organization	4
<i>What is the Oregon State Tenants Association for Manufactured & Floating Home Communities?</i>	<i>4</i>
<i>What We Believe</i>	<i>4</i>
<i>OSTA Educates, Empowers, and Advocates.....</i>	<i>5</i>
<i>History</i>	<i>5</i>
Structure of Our Organization	7
<i>Nonprofit Status</i>	<i>7</i>
<i>Funding.....</i>	<i>7</i>
<i>Organizational Structure</i>	<i>7</i>
<i>Organizational Management</i>	<i>8</i>
OSTA Board of Directors Roles.....	8
OSTA Board of Director Duties.....	9
Annual Membership Procedures, Dues and Renewals	10
<i>Membership Types</i>	<i>10</i>
<i>Why Join OSTA?.....</i>	<i>10</i>
<i>How to Initiate an Annual OSTA Membership?.....</i>	<i>11</i>
Programs, Services and Initiatives	12
<i>OSTA Helpline</i>	<i>12</i>
<i>Information and Education.....</i>	<i>12</i>
<i>Park and Marina Chapter and Issues Resolution Support</i>	<i>12</i>
<i>Park and Marina Tenant Legislative Advocacy.....</i>	<i>12</i>
<i>Raise Awareness of Issues Statewide</i>	<i>12</i>
<i>Services Directory</i>	<i>12</i>
<i>Helping Hands Grant Program</i>	<i>13</i>
<i>Communication</i>	<i>13</i>
Quarterly Newsletter	13
Website	13
Social Media.....	14



Annual Conference..... 14

Statewide Park/Marina Tenant Community Connection 14

Park-Positive Promotion 14

The 3 Types of Tenant Associations at your Park/Marina 15

OSTA Chapter 15

Residents Committee of Seven 16

Tenants Association..... 16

Why Start an OSTA Chapter?..... 17

Benefits of Starting an OSTA Chapter..... 18

Strength in Numbers - Power in Organization 19

Starting a New OSTA Chapter 21

Procedures for Starting a New Chapter..... 21

Support for Starting Your Chapter..... 21

Guidelines for OSTA Chapters..... 21

Roles 23

How to Recruit Members..... 23

New Chapter Checklist 24

Guidelines to Conducting Your OSTA Meeting 27

How to Retain Members..... 27

Tips for Leading a Meeting 27

Rules of Order 28

The Order of Business 28

Motions 29

 How Motions Are Presented 29

 Voting on a Motion: 30

 Other Motions..... 31

Best Practices for Successful Meetings and Airing Park or Marina Grievances 32

Best Practices for Minute-Taking..... 33



Appendix: Sample Forms and Support for Chapters..... 35

Chapter 90 Laws 36

Sample Flyer 37

Sample OSTA Chapter Agenda..... 38

Sample OSTA Chapter Minutes..... 39

Sample Chapter Bylaws 44

Sample Form for Compiling a Park or Marina Directory..... 46

Sample Local Chapter Calendar 47

Sample Promotional Materials - Quiz: How Does OSTA Benefit Me?..... 48

Sample Answers to Quiz: How Does OSTA Benefit Me? 49

Sample One-Page OSTA Chapter Summary for Landlord to Distribute to Prospective Tenants per ORS 90.510.... 52

Prospective Purchaser Guide & Checklist..... 53

New Resident Guide & Checklist..... 58

ABOUT OUR ORGANIZATION

What is the Oregon State Tenants Association for Manufactured & Floating Home Communities?

Oregon State Tenants Association – Manufactured & Floating Home Communities (OSTA) has been educating, empowering, and advocating for Oregon park and marina residents since 1977.

OSTA is a state-wide, nonprofit, grassroots organization that seeks direction from members, avoiding a top down approach, regarding decision-making on critical issues affecting members' lifestyle choices, quality of life, and rights as residents in manufactured housing and floating home communities.

OSTA works to provide an expanding array of programs, information, and services to its members. It is an organization focused, not only on protecting the rights of homeowners as residents in parks and marinas, but an organization that supports all aspects of manufactured and floating home living.

To enable this to happen we rely on members, teams, and colleagues, all across the state who support this common vision. This work requires time, investment and dedication to serve our 70,000+ residents and we rely solely on memberships and donations to achieve our goals.

What We Believe

Owning a home creates a foundation for health, family, and economic success, and preserving homeowner choice is a right.

Manufactured and floating homeowner tenants in parks and marinas should know about and understand their rights.

Park and marina residents and landlords must be accountable for following the laws.

Manufactured and floating home tenants must be allowed to assert their rights and be treated, in return, with dignity and respect.

The more we advocate for the rights of manufactured and floating homeowners, the more stability we add to our living situation.

It takes a village to bring about positive change and we are stronger together.

OSTA Educates, Empowers, and Advocates

OSTA **educates**, informs, guides, and supports tenants seeking a better understanding of their rights as homeowners in a rented space.

OSTA **empowers** tenants to assert their rights or organize their communities by providing support, resources, and tools to help them improve the quality of life at their park or marina.

OSTA **advocates** for legislative changes for those who live in park and marina communities to improve the stability in their housing of choice.

History

In 1977, the Oregon State Tenants Association (OSTA) began when a small group of people from Salem and Eugene organized to represent the rights of residents of manufactured home parks. The group sought to meet the needs of these residents by forging the way for legislative changes.

OSTA worked to understand the system and where to go within the system to affect change. Along the way it developed a following of residents, politicians, and others concerned for residents' rights and built a membership base of homeowners. To more accurately represent its membership, the organization broadened its name to Manufactured Home Owners of Oregon, Inc. and tied the highly recognized OSTA acronym to it, becoming MHOO/OSTA.

Enactment of landlord tenant statutes, as well as ongoing revisions and changes of those laws, shifted the focus of MHOO/OSTA. The organization found that trying to influence the changes



in these laws was a effective strategy. Helping homeowners understand, participate in, and benefit from these changes would become an important part of the work as well..

Still financially supported only by membership dues, the organization recognized that for the changes to be effective, every homeowner in every park needs access to information and resources. Considering that for every OSTA member household there are more than 43 households who are not members, it became clear that membership dues alone could not carry the financial burden of serving so many.

In September 2008, the membership voted to dissolve MHOO/OSTA and transfer its assets and membership to a newly formed entity, Manufactured Housing/Oregon State Tenants Association. MH/OSTA, a 501(c)(3) non-profit corporation, was formed enabling the organization to apply for grant funding that could help it serve many more park homeowners statewide.

A strong membership structure is still vitally important to MH/OSTA. Beyond the financial support it provides, a broad membership network is an extremely effective way to provide ongoing information, collect input, and advocate on behalf of park homeowners.

By focusing strategies through this plan, MH/OSTA is committed to developing programs and action strategies designed to coordinate with the work of other advocates and agencies to deliver improved benefits to park homeowners.

Finally, beginning in 2019, with changes in the legislation, MH/OSTA invited those who live in floating home marinas to join our efforts to preserve, protect, and enhance this chosen life style. We have also changed the name to Oregon State Tenant Association-Manufactured & Floating Home Communities, to reflect these changes and additions.

STRUCTURE OF OUR ORGANIZATION

Nonprofit Status

OSTA strives to ensure that it remains an efficient, financially stable, 501(C)(3) nonprofit organization.

Funding

We are a 100% volunteer organization and we are currently 100% funded by annual memberships dues and donations.

We hope to increase membership, engagement, and reach through our new website (www.OregonTenants.com) so that we may continue to provide more statewide tenant programs and services, obtain grants, and keep fighting for increased legislative protections.

Organizational Structure

OSTA is a state-wide member organization comprised of volunteers who seek to improve the quality of life for park and marina residents. The OSTA Board of Directors are also volunteers and consist of OSTA members, partners, and advocates for manufactured and floating home owners and provide outreach, education, programs, resources and advocacy for Oregon park and marina tenants.

In order for OSTA to amplify its member strength across the state, as well as to leverage the all-volunteer reach of the organization and its Board, OSTA encourages the establishment of OSTA Chapters at the individual park and marina level. Each park or marina may organize their own OSTA Chapter to help residents feel more stable and secure in their local communities. The OSTA Directors help and support individual OSTA Chapters in their mission to strengthen their own communities.

Organizational Management

Currently, the OSTA board consists Directors who are organizers, attorneys, lobbyists, park and marina residents who have experience and background in the law, legislation, cooperative park purchases, mediation services, instructional design, The Landlord-Tenant Coalition, the Oregon State Dispute Resolution Advisory Committee for parks and marina, the state Manufactured Housing Advisory Committee and more.

OSTA Board of Directors Roles

In an era of limited financial resources, the OSTA Board has elected at this time to manage its affairs and provide services without paid staff, through Board leadership and volunteers, and as resources are available, consultants and independent contractors.

The Board roles fall into three categories with many roles and responsibilities overlapping:

1. **Executive Officers:** Our Executive Officers Directors fulfill roles within the organization such as President, Vice-President, Treasurer, and Secretary
2. **District Directors:** District Directors serve regional areas and are the primary support person for residents living in their districts. Current District Director positions include:
 - A. Northeast Oregon
 - B. Northwest Oregon
 - C. Southern Oregon
 - D. Lane County
 - E. Salem-Area
 - F. Floating Home Communities
3. **Specialty Committees:** Some Directors volunteer for additional responsibility to chair or participate in various OSTA committees such as Grant Funding, the Helping Hands Grant Program, Strategic Planning, the OSTA Quarterly Review, etc.

OSTA Board of Director Duties

Our Board of Directors responsibilities include:

- Providing training and onsite assistance to local chapters and members for education and problem solving.
- Maintain, revise and update OSTA Chapter handbooks with new forms and sample correspondences.
- Draft printable and online guides to help educate and empower park and marina tenants (e.g. OSTA Guide to Park and Marina Tenancies) updated every 1-2 years with new legislation.
- Respond to the OSTA Helpline calls from their district to provide information, resources, referrals, and practical advice about landlord-tenant laws and other facility living issues.
- Work to include and bring floating home residents into the ongoing programs, strategies, and initiatives, seek to learn and incorporate their concerns and priorities, and include their voices, issues and concerns as we grow.
- Conduct member surveys to better understand the needs of our members and use this information to guide program development, legislative direction and inform best practices.
- Maintain a central repository for all of our materials and a system pass along our collective experiences, work, and intellectual property to incoming board replacements.
- Develop and implement a comprehensive media strategy.
- Promote Aging in Place in Manufacturing Housing and Floating Home Communities Initiative by providing information and administering the Helping Hands matching grant program for critical repairs and accessibility improvements.

ANNUAL MEMBERSHIP PROCEDURES, DUES AND RENEWALS

Membership Types

We offer two types of memberships.

- **OSTA Members** are those who live in a park or marina community.
- **OSTA Associate Members** are those individuals who do not live in a park or marina community but recognize the valuable work which must be done to preserve our communities. Associate members consist of partners who have jobs in related fields, industry partners, lifestyle advocates, as well as the parents, friends and families of those tenants living in a park or marina.

Annual Memberships are \$30 and are tax-deductible. OSTA Memberships include everyone in the household.

Memberships must be renewed annually to remain in effect.

Why Join OSTA?

- **Priority responsiveness to requests for help via our toll-free helpline** – for information, referrals, and practical advice about landlord-tenant laws and other facility living issues
- **Members-Only Online Portal** provides convenient self-service access to **additional tools, resources, publications, support**, and more (Currently, every resource and tool we have is available to anyone with internet access but, post-pandemic, we will reinitiate opening this member's only portal.)
- **OSTA Helping Hands Grant Program eligibility** – financial assistance with a home project
- **Quarterly OSTA Review** – filled with information about the organization and park and marina issues from legal to lifestyle (Formerly, this was a print publication that we mailed to all members. But due to volunteer time constraints during the pandemic, we have paused on this effort until we can renew volunteer interest to help us product the Review.)

- OSTA District Board Directors **assist members in forming OSTA Chapters** in their park or marina community to **help homeowners build workable relationships with their landlords/managers** and Directors provide **on-site education, training and problem-solving assistance** to local OSTA chapters
- Members have **opportunities to network** with other homeowners, industry partners, park and marina tenant lobbyists, and Oregon legislators, at meetings and conventions and **influence key decision-makers**
- A broad membership base **strengthens political power** for all park and marina homeowners
- The cost of your membership is **tax-deductible**.

How to Initiate an Annual OSTA Membership?

Membership is easy. Prospective members are required to fill out an application and deliver the annual dues of \$30 and, as soon as the payment is processed, members will be notified that they are an OSTA member.

There are currently three ways to become a member:

- **Online:** Visit our website Membership page at <https://oregontenants.com/membership/>
- **Email:** Send an email to membership@oregontenants.com and ask to join OSTA
- **Phone:** Call us at (800) 423-9371 and let our answering service know you want to initiate a membership and our Membership Chair will return your call.

PROGRAMS, SERVICES AND INITIATIVES

OSTA Helpline

Through a network of volunteers, OSTA staffs a free 800-number for manufactured and floating home owners to call to help resolve problems, learn about their rights under state law, and access up-to-date information and resources. District Directors provide support or resource referral to tenants in need of help.

Information and Education

OSTA drafts printable handouts, sample letters to your landlord, and online guides to help educate and empower park and marina tenants about their rights (e.g. OSTA Guide Selling Your Home in place at Your Park or Marina) updated every 1-2 years as new legislation is passed.

Park and Marina Chapter and Issues Resolution Support

Through our network of trained volunteer district directors, OSTA provides homeowners with the support they need to form and manage successful chapters in their own parks and marinas.

Park and Marina Tenant Legislative Advocacy

OSTA advocates for pro-homeowner changes to state landlord-tenant law (Oregon Revised Statutes Title 10, Chapter 90) through the Landlord-Tenant Coalition.

Raise Awareness of Issues Statewide

OSTA provides a unified pro-resident voice to park owners, management, government, and other organizations about that issues that our membership faces.

Services Directory

OSTA connects park and marina tenants to much-needed services.

Helping Hands Grant Program

OSTA's Helping Hands Grant Program was created to help our members make critical repairs and accessibility modifications to their manufactured or floating homes so that more manufactured and floating home communities could retain their aging populations. Without repairs and renovations, many in this age bracket have to leave their homes and rely on others to furnish them shelter. The improvements may consist of either essential home repairs or accessibility improvements (cosmetic or luxury improvements are not eligible for this program).

Communication

Quarterly Newsletter

For decades, OSTA has published a quarterly newsletter, The OSTA Quarterly Review, with information about homeowners' rights, activities at parks statewide, legislative updates, volunteer profiles, and other information relevant to manufactured and now floating home owners.

In the past, this has been a printed publication mailed to every member's home. In these times, we are reviewing that format and thinking through ways to leverage our website so that we can disseminate the most important information statewide and increase OSTA's reach. In addition, due to volunteer time constraints during the pandemic, we have paused on this effort until we can renew volunteer interest to help us product the Review

Website

Our website serves as an extension of what OSTA does everyday. We seek to educate tenants about the law and their rights, provide tools to help empower tenants to advocate for a better living situation, and advocate for improved tenant protections for our members. Our website will serve as our main vehicle for expanding our reach more tenants all over Oregon.

Our News age will feature current posts about OSTA's activities, changes in the laws, and what tenant need to know.

Social Media

OSTA news can be found on:

- Facebook: [Oregon State Tenants Association-Manufactured & Floating Home Communities](https://www.facebook.com/Oregon-State-Tenants-Association-Manufactured-&-Floating-Home-Communities)
- Twitter: [@OstaMfhc](https://twitter.com/OstaMfhc)
- Instagram: [OSTA-MFHC](https://www.instagram.com/OSTA-MFHC)

Annual Conference

Every October, OSTA holds an Annual Conference for members which provides an opportunity for park and marina residents to join together, discuss issues they are having and solutions, to learn about legislative initiatives and to educate member about their rights and OSTA programs and services. Due to the pandemic, our last in-person conference was in the Fall of 2020.

Statewide Park/Marina Tenant Community Connection

OSTA promotes information-sharing and a sense of community among homeowners from parks and marinas throughout the state.

Park-Positive Promotion

Through media efforts, OSTA dispels misconceptions and stereotypes about manufactured home park living.

THE 3 TYPES OF TENANT ASSOCIATIONS AT YOUR PARK/MARINA

The law gives 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:

- OSTA Chapters
- Residents Committee of Seven
- 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.

OSTA Chapter

An OSTA Chapter is 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.

Residents Committee of Seven

The Residents 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 informal dispute resolution, the Committee can sue to force the landlord to participate.

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 TA, then an OSTA Chapter can also fulfill the neighborliness objective of a TA.

WHY START AN OSTA CHAPTER?

If you wish for more positive tenant-landlord experiences at your park or marina, or you feel that your tenant rights have been breached and you want to do something about it, OSTA can support you by providing a variety of tools, resources, and next steps to help you empower yourself and those in your community.

If you already have a Tenants or Homeowner's Association or an active Committee of Seven, forming an OSTA Chapter can bolster and supplement your efforts by bringing a statewide network of education, empowerment and advocacy to support your cause. It is not uncommon for Oregon park and marina landlord-tenant laws to change because of issues which were first uncovered in a park or marina community with an OSTA Chapter. OSTA listens and gathers information from their Chapter member experiences and are often the first to sound the alarm when new legislative solutions must be pursued in order to resolve Chapter park or marina 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.

Benefits of Starting an OSTA Chapter

Have you ever wondered if your landlord can legally do something that he is doing? Have you ever wondered what you can and cannot do with your home without getting evicted?

Strong OSTA Chapters know and understand their rights. They can help residents navigate difficult tenant-landlords issues.

Many of our rights for homeowners in rented spaces didn't exist until after 1977, the year the Oregon State Tenants Association was established and now, expanded in 2019, to include floating home tenants.

"Whenever one person stands up and says, 'Wait a minute, this is wrong,' it helps other people to do the same."

– Gloria Steinem

Oregon Revised Statutes --ORS Chapter 90—now give you and your neighbors the right to:

- Form a residents' association without management interference or fear of retaliation
- Object to proposed park or marina rules change by submitting a petition signed by one person in 51% or more of the eligible homes
- Make a legitimate complaint to the landlord, owner, or other agency without fear of retaliation
- Receive a 90-day notice of a rent increase
- Have written copies of the Rental Agreement, Rules, and Statement of Policy
- Be notified in writing if you are accused of violating any park or marina rule or policy
- Expect your park or marina to be maintained in a safe and healthy condition
- Not sign a new rental agreement if you currently have a month-to-month agreement
- Be protected from eviction except for not paying rent or utilities, illegal activities, or violation of park rules

ORS Chapter 90 laws also require your landlord to:

- Keep clubhouse and other facilities available for use from 8 a.m. to 10 p.m., seven days a week and not require you to provide liability insurance to use those facilities
- Meet with a community-elected committee to resolve landlord/tenant problems
- No longer charge you fees for having a pet
- Accept or reject a submitted application from a prospective buyer within seven days, if you are selling your home
- No longer force you to remove your home from the park or marina based on its age, style, or original building materials
- Provide a 24-hour written notice to enter your space, except in an emergency
- Maintain a hazard tree that was not planted by the current tenant
- Take bi-yearly training on Landlord/Tenant Statutes (marina landlords must comply in 2020).
- Not bill tenants more for utilities or service than the actual charge from the provider
- Compete fairly, not unfairly, with residents selling their homes

If you did not know about these laws before treading this, imagine how comforting it will feel to know and understand what the other 500 pages of ORS Chapter 90 say.

Strength in Numbers - Power in Organization

OSTA's strength lies in our network of OSTA Chapters and members. We work hard to help you learn about your rights, make your community stronger, and consistently promote ideas that can be passed into law.

Our success rests on our members renewing their annual dues, encouraging neighbors to join us, and giving what they can to further our mission of helping each other either through monetary donations or volunteered time and skills.



Our political strength lies in showing legislators that there are many of us united in a need to live comfortably in affordable housing under fair laws.

OSTA is all of us, each and every one, united first in chapters, then statewide. The power that we wield and exert on landlords and legislators come from all of us collectively working together.

If chapters don't have many members or if your community residents aren't willing to be organized and work together as a team, then the chapter becomes weak and our ability to influence landlords and legislators is also weak. No one can afford to sit back and let "OSTA take care of things" because YOU are OSTA, and you share our responsibility for keeping OSTA strong so that we can continue to improve lives.

STARTING A NEW OSTA CHAPTER

The first step to starting an OSTA Chapter is to become an active member of OSTA.

Some chapter founders have volunteered their talents and abilities with OSTA for years before starting a chapter and other chapter founders have joined OSTA and founded their own OSTA Chapter the same day.

Procedures for Starting a New Chapter

Park and marina residents within an individual community make up an OSTA Chapter. When a group of park or marina residents are interested in starting an OSTA Chapter, they should recruit at least 10% of the residents to join OSTA as members and follow the steps listed in the New Chapter Checklist in this Guide.

Support for Starting Your Chapter

OSTA's District Directors can provide support to help members start an OSTA Chapter at their park or marina. If questions arise, reach out directly to them. If they don't have an immediate answer, they will research your questions. OSTA's aim is to provide information and referral and help you understand your options about what you can do. Directors may suggest mediation, calling OHCS, discussing a problem through your Committee of Seven, consulting an attorney, and, in threatening situations, contacting the police. They will help you form an OSTA Chapter.

Guidelines for OSTA Chapters

Though the OSTA Chapter must follow the state OSTA bylaws, each OSTA Chapter establishes their own policy and procedures within their community, elect their own officers, determine their goals, initiatives, and how often they meet. The OSTA Chapters elect officers and serve their own community through chapter activities such as meetings, initiatives, hosting educational sessions, coordinating issue resolution, etc.

The following articles are taken from the OSTA Bylaws which govern the statewide organization and detail what rules and requirements of an OSTA Chapter.

Article 12.1 Establishment. The Board shall have the power to recognize as a Chapter any local association of mobile or manufactured home owners consisting of at least 10 Households or 10 percent of the households in the park, whichever is less, who are Home Owner Members in good standing and who petition the Board of Directors for recognition of the Chapter. The Board of Directors may by resolution provide for the contents of the petition.

Article 12.2 Responsibilities. A Chapter shall be responsible for carrying out the primary purposes of the Corporation as stated in the Articles and as directed by the Board.

Article 12.3 Supporting the Mission. A chapter shall operate in such a way as to support the charitable and educational purpose of the Corporation, and in compliance with the Articles of Incorporation and the operational limits of an organization exempt from taxation under Section 501 (c)(3) of the Internal Revenue Code.

Article 12.4 Prohibitions. A Chapter may not engage in activities in violation of the charitable and educational purposes of the Corporation, the statute governing the Corporation, or Section 501(c)3 of the Internal Revenue Code. In addition, the following limitations shall apply to the activities of Chapters:

12.4.1 No substantial part of the activities of the Chapter shall be attempting to influence federal, state or local legislation.

12.4.2 No Chapter shall participate in, or intervene in (including the publishing or distribution of statements) any political campaign on behalf of or in opposition to any candidate for public office.

12.4.3 No Chapter shall engage in solicitations for tax-deductible charitable donations. This activity shall be reserved to the Corporation.

Article 12.5 Sanctions. A Chapter may be sanctioned or terminated, for cause, by vote of not less than a majority of the Board members present at a Board meeting, provided notice of such proposed action shall have been duly given in the notice of the meeting and provided

the Chapter has been informed in writing of the charges leveled against it at least ten (10) days before such meeting.

Article 12.5.1 Reinstatement. Any Chapter terminated by the Board may request reinstatement by filing a written request stating what actions have been taken to correct the cause of the termination. The reinstatement request must be signed by the member in good standing on behalf of the former Chapter and filed with the Secretary of the Board. The Board may reinstate such former Chapter upon such terms as the Board may deem appropriate.

Roles

The OSTA Chapter should determine what each Chapter Office should be in charge of and their responsibilities and then hold elections to fill the following positions:

- President
- Vice-president
- Secretary
- Treasurer (optional)

How to Recruit Members

Be familiar with and be able to explain the mission and goals of OSTA and your OSTA Chapter. Talk about how OSTA has helped you. Bring tools and resource to share with residents to help them to understand that OSTA is working for them and what kinds of benefits they can enjoy when working with a statewide organization at the OSTA Chapter level. There are several resources in this Guide's Appendix to help you get started.

NEW CHAPTER CHECKLIST

The following is a checklist to work through when starting your OSTA Chapter. Materials are all self-service at this time due to our financial position, but as we grow, we envision being able to provide more of these items to get you started.

- Become a member of OSTA.
- Read the OSTA Bylaws (you can obtain a copy of these via email by contacting your District Director whose contact information will be found on the “Meet the Team” page of our website or can be found by calling OSTA)
- Ideally, we recommend printing a copy of OSTA’s Guide to Oregon Revised Statutes Chapter 90 Laws (currently 188 pages) and bind them or hole punch them and place in a 3-ring binder although accessing them on our website is free (see link in the Appendix).
- Gather the following tools and resources to help you recruit your 10%
 - Chapter 90 laws
 - Some copies of various OSTA Guides from the website
 - Past OSTA REVIEWS
 - “How Does OSTA Benefit Me?” Quiz (see Appendix for Quiz)
 - OSTA membership applications
- Recruit Members: Talk to your neighbors and ask them to join OSTA and participate in your OSTA Chapter
- Recruit 10% of your park or marina households to join your OSTA Chapter initiative and become members of OSTA. If you have 50 houses in your community, OSTA bylaws require that at least 5 of your households become OSTA members to be eligible to initiate a new OSTA Chapter.
- Once your 10% has become active OSTA members and paid their dues, contact your District Director and let them know that
 - (1) You want to start an OSTA Chapter, and

- (2) Provide the name of your park or marina
- Your District Director will work with the OSTA Membership Chair to verify membership thresholds and initiate your Chapter Charter Certificate.
- Your District Director will communicate to the Chapter founder what the Chapter Charter Number is and that you can begin meetings official meetings. If you are having any urgent issues at your park or marina, be sure to let your District Director know so they can help provide education, support, tools, or referrals to help you resolve issues.
- Schedule your first meeting
- Post a Flyer to notify all tenants of the meeting (see Appendix for Sample Flyer)
- Meeting prep
 - Review Robert's Rule of Order and share with the group who will be participating
 - Draft an agenda and share it with the group several days in advance of the meeting (see Appendix for Sample Agenda)
 - Review our tips on Leading a Meeting (following this checklist)
- At the First Meeting
 - Ask someone to take attendance and notes
 - Introduce who you are, why you organized, and introduce OSTA
 - Determine what Chapter Officers duties will be and then elect officers: President, Vice President and Secretary are a must, but Treasurer can oftentimes wait until your OSTA Chapter is more established with income and expenses.
 - Determine what you want to do as a group, what are your objectives
 - Determine how often to meet – monthly? quarterly? This will largely depend on the urgency and number of issue you are having at your community.
 - Draft (or begin drafting) the bylaws of your OSTA Chapter (see Appendix for Sample Chapter Bylaws)

- Take in non-members' completed membership applications and payment to submit for them, or encourage group participants to join online, via email or phone after the meeting but within a 7-10 days
- Recommended first initiatives:
 - Draft a Park or Marina Directory – this will be critical of communicating with other residents about park-wide and marine-wide issues that are time sensitive (such as voting to accept or reject proposed new rules)
 - Consider including a Calendar of Important Dates (See Sample Chapter Calendar in Appendix)
 - Draft a New Resident Guide packet (See Appendix)
 - Draft a Prospective Purchaser Guide packet (See Appendix)

GUIDELINES TO CONDUCTING YOUR OSTA MEETING

How to Retain Members

Listen to members about their concerns and issues. Let everyone have a voice.

Once you have several chapter members, match positions within the chapter to people who have the skills and desire for each job that needs to be done.

Recognize and appreciate your members and officers and involve them in decisions and efforts to reach chapter goals. Honor members occasionally on special days—birthdays, anniversaries, and greet potential members with a small gift.

All should work together for the benefit and enjoyment of the organization.

Tips for Leading a Meeting

The following tips and reminders will help chairpersons to run a successful and productive meeting without being run over or running over others.

- Follow the agenda to keep the group moving toward its goals.
- Let the group do its own work; don't over-command.
- Control the flow of the meeting by recognizing members who ask to speak.
- Let all members speak once before allowing anyone to speak a second time.
- When discussions get off-track, gently guide the group back to the agenda.
- Model courtesy and respect, and insist that others do the same.
- Help to develop the chapter's skills in parliamentary procedure by properly using motions and points of order.
- Give each speaker your undivided attention.
- Keep an emotional pulse on the discussions.

- Allow a consensus to have the final authority of the group.

All OSTA Chapter members should be familiar with [Robert's Rules of Order](#)

Rules of Order

Robert's Rules of Order is the basic handbook of operation for most organizations, including OSTA.

Robert's Rules of Order, which is also widely known as parliamentary procedure, was developed to ensure that meetings are fair, efficient, democratic and orderly. A skilled meeting leader allows all members to voice their opinions in an orderly manner so that everyone in the meeting can hear and be heard, and decision can be made without confusion

While Robert's Rules may seem formal at first, once everyone gets familiar with using them, it really does make running meetings efficient and on track. Until all members get comfortable with this format, the President should help move the meeting along by prompting members with gentle reminders such as, "So, are you making a motion to consider..." and, "Do we have a second?"

The Order of Business

The order of business usually includes:

1. Call to order.
2. Roll call of members present.
3. Reading of minutes of last meeting.
4. Officers' reports, including treasurer's report (if you have a treasurer).
5. Committee reports.
6. Special orders --- Important business previously designated for consideration at this meeting.
7. Unfinished business.

8. New business.
9. Announcements.
10. Adjournment.

Motions

Members express themselves by making motions. A motion is a proposal on an issue on which the entire membership takes action or a stand. Individual members can:

1. Call to order
2. Second motions
3. Debate motions
4. Vote on motions.

There are four Basic Types of Motions but seldom will you be concerned with anything other than a Main Motion. The purpose of a main motion is to introduce items to the membership for their consideration.

How Motions Are Presented

1. Obtaining the floor
 - A. Wait until the last speaker has finished.
 - B. Rise and address the Chair by saying, "Mr. Chairman" (or "Mr. President") or "Madame. Chairwoman" (or "Madame. President"). Wait until the Chair recognizes you.
2. Make Your Motion
 - A. Speak in a clear and concise manner.
 - B. Always state a motion affirmatively. Say, "I move that we ..." rather than, "I move that we do not"

- C. Avoid personalities and stay on your subject.
3. Wait for Someone to Second Your Motion
4. Another member will second your motion or the Chair will call for a second.
5. If there is no second to your motion, it is lost.
6. The Chair States Your Motion
 - A. The Chair will say, "It has been moved and seconded that we ..." Thus placing your motion before the membership for consideration and action.
 - B. The membership then either debates your motion, or may move directly to a vote.
 - C. Once your motion is presented to the membership by the chair it becomes "assembly property" and cannot be changed by you without the consent of the members.
7. Expanding on Your Motion
 - A. The time for you to speak in favor of your motion is at this point in time, rather than at the time you present it.
 - B. The mover is always allowed to speak first.
 - C. All comments and debate must be directed to the chair.
 - D. Keep to the time limit for speaking that has been established.
 - E. The mover may speak again only after other speakers are finished, unless called upon by the Chair.
8. Putting the Question to the Membership
 - A. The Chair asks, "Are you ready to vote on the question?"
 - B. If there is no more discussion, a vote is taken.

Voting on a Motion:

The method of vote on any motion depends on the situation and the by-laws of policy of your organization. There are five methods used to vote by most organizations, they are:

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

Other Motions

There are two other motions that are commonly used that relate to voting.

1. Motion to Table -- This motion is often used in the attempt to "kill" a motion. The option is always present, however, to "take from the table" for reconsideration by the membership.
2. Motion to Postpone Indefinitely -- This is often used as a means of parliamentary strategy and allows opponents of a motion to test their strength without an actual vote being taken. Also, debate is once again open on the main motion.

Parliamentary Procedure is the best way to get things done at your meetings. But, it will only work if you use it properly.

1. Allow motions that are in order.
2. Have members obtain the floor properly.
3. Speak clearly and concisely.

4. Obey the rules of debate.

Most importantly, BE COURTEOUS.

[Note: Chapters may adopt any or all of these suggestions as fit their needs. The state OSTA organization does not dictate how chapters should run their meetings, but we do encourage courtesy.]

Best Practices for Successful Meetings and Airing Park or Marina Grievances

Sometimes, residents are wary of HOA-type groups or show up to complain about issues rather than being part of the solution. Here are some ways to help keep and maintain membership.

1. **Confidentiality.** Insist that your members respect the privacy of residents who are confiding in them.
2. **Turn complaints into issues to resolve.** To ensure that your group does not get coopted by complainers who want others to solve their problems, try to refocus the conversation in a positive way, for example, if a participant says, "The manager should stop being so nasty." Respond with something like, "I understand that you want a pleasant relationship between management and residents. What do you envision that looking like?" And then try to keep working toward the goals of what you want your community to be like.
3. **Respect all members.** Working in any resident group will involve give and take, discussions and debates. Keep communication free of accusations. For the strength of your entire group, refrain from talking poorly or complaining about others to other park residents or other members of the Chapter. If residents hear you complaining about the group or individuals in it, then your small community will lose the incentive to join the fight. **ALWAYS remember: The goal of our group is to Educate, Empower and Advocate for more stability in our housing of choice.**

Best Practices for Minute-Taking

Taking meeting minutes for a chapter is highly encouraged because not only is it a record of what decisions were made, who committed to certain tasks, what actions that group voted to take, but it is also a GREAT way to share with other residents the great work that you are doing for the community.

Taking minutes or meeting notes can seem overwhelming if you have never done it before. But there are some simple guidelines that help make it easier to determine what sorts of items to include in the meeting minutes.

1. Include:
 - A. The date, time, and location of the meeting.
 - B. A list of attendees present.
 - C. A record of motions, seconds, and whether or not a motion was passed.
2. Use the Meeting Agenda as a minutes template. This outline will give you a predetermined structure to follow so that you can spend more time listening and capturing key points made under each topic.
3. Write objectively.
 - A. **Stick to the facts**, including, including votes in favor of a motion, votes against a motion, abstentions, and pertinent details about discussions. Listen carefully to the main topics and simply document the most important portions of the discussion.
 - B. **Focus on decisions, not discussion.** When you encounter controversial issues or contentious votes, attempt to summarize the debate and key positions but weed out all emotions.
4. Do not include:
 - A. Members' opinions
 - B. How individuals voted
 - C. Private or confidential information about residents or members

5. Do not attempt to summarize documents or presentations. You should mention titles of documents you reviewed, but rather than summarize the documents or presentations, simply make note of where the materials can be found so members do not have to rifle through excess information in the minutes.
6. Try to share the minutes with the group within the week and ask for any edits to ensure that the minutes accurately reflect the intentions of those at the meeting.
7. Update the minutes with any edits and then recirculate the final version within a few days so that members can benefit from referencing key decisions and actions that they committed to making before the next scheduled meeting.



APPENDIX: SAMPLE FORMS AND SUPPORT FOR CHAPTERS

Chapter 90 Laws

The best way to lead the effort at your park or marina is to be familiarizing yourself with the laws which govern our tenancies.

You can download a copy of the OSTA Guide to Chapter 90 Oregon Revised Statutes from our website at: <https://oregontenants.com/wp-content/uploads/2022/02/2021-OSTA-Guide-to-Chapter-90-Oregon-Revised-Statutes-V2.pdf>

Sample Flyer

CAN I PAINT MY HOUSE YELLOW?

Have you ever wondered what you can and cannot do with your home? Have you ever wondered why some residents are allowed to have dogs here and some are told they cannot have pets? Have you ever wondered if your drinking water is safe?

JOIN US!!!!!! We can help answer those questions.

We are the Skyline OSTA Chapter and we meet monthly to discuss our community, learn about what our rights are as homeowners in a rented space, and work together with the support of our statewide chapter to resolve issues in our community and make Skyline a better place to live.

NEXT MEETING DATE: AUGUST 20, 2022

TIME: 6:30p – 8:30p

LOCATION: The Clubhouse – main room



OREGON STATE TENANTS ASSOCIATION
Manufactured & Floating Home Communities

DO NOT REMOVE: Pursuant to ORS 90.750, park and marina tenants have the right to post notices at their parks and marinas regarding any matter relevant to living in our community.

Sample OSTA Chapter Agenda

OSTA Chapter Meeting Agenda

7/22/2022

1. Roll call
2. Last Meeting Minutes Reading & Approval
3. Office Report: Nancy
4. Committee Reporting
 - A. Financial Committee Reporting: Matthew
 - B. Membership Committee Report: Deanna
 - C. Legislative Committee Update: John
5. Special Orders: Parking Lot Trip Hazard
6. Unfinished Business:
 - A. Website/Social Media: Angela
 - B. Community Directory: Matthew
 - C. Newsletter: Julie
 - D. Landlord Rules Proposal Vote: John
7. New Business:
 - A. Welcome to New OSTA Members
 - B. Organizing our Committee of Seven
 - C. Welcome to the Neighborhood Packet for New Residents
8. Announcements
9. Next meeting: August 19, 2022
10. Adjournment

Sample OSTA Chapter Minutes

OSTA Chapter Meeting Minutes

7/22/2022

1. Attendance:
 - A. Rita Smith, President
 - B. John Jones, Vice President
 - C. Nancy Carter, Secretary
 - D. Matthew James, Treasurer
 - E. Deanna Clark, Membership
 - F. Julie Richards
 - G. Bob Davis
 - H. Sheryl King
 - I. Angela Peterson
2. Last meeting minutes approved with corrections
3. Office Report
 - A. Jim donated a printer from his old office so now we have in-house printing capabilities, ink will need to be purchased. Jim to look up ink cartridge and printer specs to determine how many (1) Color and (2) Black and White pages we can get from of a new ink cartridge. Sheryl's daughter works at Office Max and will check pricing with her employee discount versus our nonprofit discount and report to us on Tuesday.
4. Financial Committee Reporting: Nancy
 - A. (Financial Report Attached)
 - B. This month's expenses:
 - i. Fedex Kinkos printing:

- a. Meeting flyers from printer
 - b. 10 New Member Handbooks
 - c. 3 copies of OSTA Guide to Chapter 90 Laws
 - C. Total Income: \$100.00 (donations)
 - D. Total Expenses: \$33.54 (printing)
 - E. A breakdown is included in the attached report
5. Membership Committee Report: Deanna
- A. (Membership Report Attached)
 - B. 2 new members
 - C. 5 renewals
 - D. 32 out of 50 households are members
 - E. Gary's membership lapsed. Rita to call Gary to check in with him about his renewal.
6. Legislative Committee Update: John
- A. John attended The Landlord-Tenant Coalition Meeting in Salem this month and brought our parking issue to the group.
 - B. Interest and support seemed strong on the tenant side. Landlords were concerned about how our proposed changes would affect the availability for additional parking if needed in the future.
7. Special Orders: Parking Lot Trip Hazard
- A. John to use OSTA Website sample landlord letters to draft and mail notice to landlord requesting repairs as required under habitability laws.
8. Unfinished Business:
- A. Website/Social Media: Angela
 - i. Our Facebook and Instagram accounts are up and active!
 - ii. Angela will spread the word with flyers

iii. Tell all of your neighbors to join!

B. Community Directory: Matthew

- i. Matthew and Nancy are still gathering contact info.
 - a. We have Directory contact info 45 out of 50 households. But cannot seem to catch the last 5 neighbors.
 - b. Julie lives next to Mike and Joan and will get theirs.
- ii. We can make a print copy and a digital copy. Digital copies would be about \$2 each if we went that route.
- iii. Let's start with a PDF version we can email and then give print copies to those who do not have emails or computers.

C. Newsletter: Julie

- i. The cheapest forum for communication is to post news on social media, but not everyone has a computer or does social media.
- ii. Table the discussion of a printed version until we find out more about the cost to print on the donated printer.

D. Landlord Rules Proposal Vote: John

- i. Several of the landlord's new proposed rules violate ORS and create a hardship for our residents.
- ii. Most tenants we've spoken with directly are prepared to reject the landlord's proposed new rules.
- iii. There are several households who do not feel comfortable exercising their rights and voting against the landlords proposed rules.
- iv. John will print off the OSTA Guide to New Rules and to share that information with those who are afraid to vote against the landlords rules.
- v. Julie will use the contact list to take an email survey to see if we think we will be at 51% for a successful rejection.
- vi. If not, let's have an emergency meeting and make a Plan B.

9. New Business:

A. Welcome to New OSTA Members

- i. Jessica Tomlin in #E4 moved in last year and has had issues with the landlord and making up new rules – she had no idea what our Chapter actually did and, now that she knows, she is excited to serve on the Legislative Committee with John and interested in making changes to the legislation about parking.

B. Organizing our Committee of Seven

- i. We held our first Committee of Seven meeting and will nominate our Committee members next Tuesday, and the vote will be a week later.
- ii. Action: Nomination Meeting
 - a. John made a motion to hold the Nomination Meeting on Saturday and have a cookout/picnic to entice residents to join. Nancy seconded the motion.
 - b. Vote was unanimous to hold the Nomination Meeting on Saturday with a cookout/picnic.

C. Welcome to the Neighborhood Packet for New Residents

- i. Rita is working on drafting the language to help new residents and prospective buyers feel welcomed. She has a few questions about her interpretations of the Chapter 90 buying/selling a home in place laws and will reach out to our OSTA District Director and get help making sure her information is correct.
- ii. Action: New Resident Welcome Packets
 - a. Rita made a motion to print the finalized Welcome Packets at Printers Plus for a cost of \$45 and give them to new residents.
 - b. Vote was 7-1 in favor of printing the New Resident Welcome Packets.

10. Next meeting: August 19, 2022



11. Adjournment

Signature: Nancy Carter, Secretary

Attachments included:

Financial Report

Membership Report

Sample Chapter Bylaws

CHAPTER BY-LAWS

OREGON STATE TENANTS ASSOCIATION – MANUFACTURED & FLOATING COMMUNITIES

ARTICLE 1—ORGANIZATION

Sec. 1 The name of this organization will be: _____ (park/marina name and chapter number) _____ of the Oregon State Tenants Association – Manufactured & Floating Communities (OSTA).

ARTICLE II—PURPOSE

Sec. 1 The purpose of this chapter of OSTA is to advance the interests and protect the investments of the residents of this park, to engage in any activity the membership of this chapter deems necessary under the guidelines set forth by the state organization, and to represent the members of this chapter at State and District meetings.

ARTICLE III—MEETINGS

Sec. 1 Business meetings will be held quarterly at times announced by the board. They will be held in the Community Center for all members in good standing.

(Non-members can be invited if desired.)

Sec. 2 All members must be notified of meetings and those members attending shall constitute a quorum. At least two members of the executive board must be present to carry out the business of the chapter. To add board members or make changes to these bylaws, all members must be notified and 2/3 of the members attending must approve the changes.

Sec. 3 Special meetings may be called by any executive officer or by one third of the members if there is business that cannot wait until the next business meeting.

Written notice must be posted at least two days in advance and there must be two officers present.

ARTICLE IV—DUTIES OF OFFICERS

The executive committee shall consist of the president, vice-president, and secretary/treasurer. The term of office shall be for two years. Officers may be re-elected.

Duties of the President: Arrange meetings of the chapter and conduct business according to the requirements of the state and chapter bylaws. Appoint committees as needed.

Duties of the Vice-president: Assist the president and conduct meetings in the absences of the president. Chair the nominating committee and membership committees.

Duties of the Secretary: Collect, bank and dispense chapter monies. Keep accurate reports of the business of the chapter.

Duties of the Treasurer: Record the minutes of each meeting and preserve minutes and correspondence.

[Note: These bylaws are a sample only. Your Chapter can collectively determine your own bylaws.]



Sample Form for Compiling a Park or Marina Directory

This is a form that you use to add new or existing neighbors to your Directory.

Welcome Neighbors!

Residents' Names: Resident #1 _____

Resident #2 _____

Resident #3 _____

Resident #4 _____

Mailing Address & Space/Slip #: _____

Phone Number(s): _____

E-Mail Address(s): Resident #1 Email: _____

Resident #2 Email: _____

Birthday(s)/Anniversary: _____

Emergency Contacts #1: _____

Emergency Contacts #2: _____

Pets: Names, Type of Pet, and Description

Pet #1 _____

Pet #2 _____

Work Experience/Hobbies or Anything You'd Like Us to Know: _____

If already a resident, what year did you move into the community? _____

Sample Local Chapter Calendar

Check the OSTA Events Calendar at <https://oregontenants.com/events/> for new events to share with your Chapter and consider attending.

January: Update Tenants Association One-Pager and give to Landlord to Include in the Park and Marina Statement of Policy for Prospective Purchasers

February: Check to make sure that your landlord has taken the continuing education classes as required by law (every 2 years).

March: Check with your landlord and the OHCS/MMCRC office to make sure that your landlord is distributing the most current version of the rights handout to prospective buyers

April: Community Clean Up Day

May: Purge, Neighborhood Sale

June: Helping Hands Volunteer Day

July: Celebration/Party

August: Update the Community Directory

September: Chapter membership Drive

October: Attend the OSTA Annual Conference (considering volunteering to help at the event)

November: Volunteer – reach out to OSTA to see how your Chapter can support OSTA initiatives

December: Obtain a copy of the park or marina's current set of rules, rental agreement, and statement of policy and review them to see the direction your landlord is setting for new residents or to find out if any new rules or terms are in violation of the law.

Sample Promotional Materials - Quiz: How Does OSTA Benefit Me?

Not sure why you should consider joining OSTA and your local OSTA Chapter?

Knowledge about your rights as a park or marina tenant directly affects your enjoyment of your home.

Take this quiz to assess your knowledge of your rights and see if joining OSTA is right for you.

Answer True or False for the Following Statements:	TRUE	FALSE	Leave Blank (for scoring by your OSTA Chapter)
1. I lost my original rental agreement...my landlord can make me sign a new one.			
2. The landlord can decide to close my park or marina.			
3. My landlord can raise the rent 7% with a thirty day notice.			
4. The landlord can evict me for breaking a rule.			
5. I can paint my house red without permission from the landlord*.			
6. My dog just passed away and the new rules we received last year don't allow dogs. If I get another dog, the landlord can terminate my tenancy.			
7. My landlord can terminate my tenancy if I report him to the fire marshal for violating fire safety codes.			
8. If I am evicted for nonpayment of rent, my landlord can take possession of my home and sell it himself.			
		SCORE:	

Have your OSTA Chapter tally your score and check your results below:

- 6-8 Correct - GREAT! We could benefit from your input and leadership!!
- 3-5 Correct - SHAKY GROUND: You may not be a push-over, but you might also not notice when the landlord is violating your rights or overstepping the laws.
- 0-2 Correct – VULNERABLE: You owe it to your peace of mind to join us to learn about the laws and your rights.

Sample Answers to Quiz: How Does OSTA Benefit Me?

OSTA Chapter presidents should check their rental agreements, the law, and with their OSTA District Director to ensure the answers are correct for your park or marina.

These are SAMPLE answers and may not be true for your park or marina.

Not sure why you should consider joining OSTA and your local OSTA Chapter?

Knowledge about your rights as a park or marina tenant directly affects your enjoyment of your home.

Take this quiz to assess your knowledge of your rights and see if joining OSTA is right for you.

Answer True or False for the Following Statements:	TRUE	FALSE	Leave Blank (for scoring by your OSTA Chapter)
1. I lost my original rental agreement...my landlord can make me sign a new one.		✓	1
2. The landlord can decide to close my park or marina.	✓		1
3. My landlord can raise the rent 7% with a thirty day notice.		✓	1
4. The landlord can evict me for breaking a rule.		✓	1
5. I can paint my house red without permission from the landlord*.			1
6. My dog just passed away and the new rules we received last year don't allow dogs. If I get another dog, the landlord can terminate my tenancy.		✓	1
7. My landlord can terminate my tenancy if I report him to the fire marshal for violating fire safety codes.		✓	1
8. If I am evicted for nonpayment of rent, my landlord can take possession of my home and sell it himself.	✓		1
		SCORE:	8

* A True or False answer is dependent on the tenant's own signed rental agreement.

Notes on the answers can be found on the next page.

NOTES ABOUT THE QUIZ ANSWERS:

1. False. Your landlord cannot make you sign a new one. Your landlord must provide a copy of your original rental agreement if you ask for one. [ORS 90.510(3 & 4)]
2. True. But there are statutes which govern what happens if your landlord does close the park or marina. Parks are far more susceptible to closure than marinas, since land increases in value over time, especially in urban areas. Landowners may want to sell their land for more money than they can make if the land remained used as a park. There is not likely to be another higher-value use to a marina owner than to have a floating home moorage. [ORS 90.645 – 90.671]
3. False. Landlords must notify month-to-month tenants ninety (90) days in advance of rental increases. But they can raise rents annually as much as 7%+CPI. [ORS 90.600(2)]: If your tenancy is a fixed term tenancy, the answer is also false. The landlord can only increase the rent per the terms of the lease (check your lease terms) and the rent increase amounts cannot vary from the terms in the agreement until the expiration of the tenancy. Sixty (60) days before the expiration of the fixed term lease, the landlord must give you a copy of the new lease with any new terms, including rent amounts. [ORS 90.545]
4. False. A landlord is not the sole decider in any tenant eviction process. While breaking certain rules can result in a 30-day Notice of Termination (of your tenancy), in nearly all cases, if it's your first time violating the rule and it isn't for something reckless, dangerous, violent or drugs detailed in ORS 90.396 or 90.398, you have the right to cure or fix the situation and avoid a termination. You also have the right to Mandatory Mediation with your landlord before your landlord can file a suit [ORS 90.767). When a landlord seeks to remove you from the community, the landlord usually must first file an eviction lawsuit with the courts. When the case is filed, the court clerk mails a copy of the papers to your home. A process server will also either hand them to you or attach them to your door. The papers will say when and where you must appear in court if you want to contest the eviction. If you do not appear, you will automatically lose the eviction suit and the county sheriff may force you to vacate the premise. If you do appear, you can ask for a trial and tell your side of the story to the judge. If you have a strong understanding of the law and your rights or good legal representation, and you are not violating a law, rule or your

rental agreement, then you have some good defenses in the case. You are entitled, but not required, to retain a lawyer to represent you. [ORS 90.630]

5. Depends on your rental agreement. The laws do not prohibit you from painting your home red, but your Rental Agreement might prohibit you from choosing certain colors. Always check the Rules in the Rental Agreement that you signed. Not all tenants rules are the same at all times. You might be allowed to paint your home red, while your neighbor who move in last month may have to stick to neutral colors. A good OSTA Chapter leader knows what rules they must follow with their own home, but also understands what is being required of new residents coming in so that they can get a feel for the kind of community the landlord is beginning to choreograph.
6. False. The laws were written to protect pet owners in this situation. 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 the facility (e.g. leash rules, cleaning up after your pet, etc.), including those living in the facility before the new rule. [ORS 90.530]
7. False. The laws prohibits a landlord from retaliating against a tenant by threatening eviction for a number of things such as making a good faith complaint against the landlord to any government or enforcement agency. Additionally, the retaliation laws prohibit landlord retaliation for starting an OSTA Chapter, organizing, testifying against the landlord, and asserting their rights under any federal, state or local law. [ORS 90.385 & ORS 90.765]
8. True. Unfortunately, if the landlord terminates a tenancy and successfully wins an eviction case against a tenant, and that former tenant (or their lienholder) do not have money to pay the storage fees (typically equal to the amount of monthly rent) to the landlord for the right to keep the home stored in place until it is sold, a former tenant can lose the possession of their home and 'the landlord may sell or dispose of the property' as described by ORS 90.675 without further notice to the former tenant. [ORS 90.675 & ORS 90.675(5)(h)]



Sample One-Page OSTA Chapter Summary for Landlord to Distribute to Prospective Tenants per ORS 90.510

“If a tenants’ association exists for the facility,” Ch. 90.510 of the Oregon Revised Statutes requires that the landlord provide “a one-page summary about the tenants’ association” along with the Statement of Policy given to “prospective and existing tenants.” The law also states “The tenants’ association shall provide the summary to the landlord.”

Every time you change your officers, we recommend that you update the summary, which probably would include words about the group and the names and contact information of the officers, and give it to your landlord. This is a very important tool that the Oregon legislature gives us to reach prospective tenants.

SAMPLE:

Skyline OSTA Chapter – Tenants Association Summary for Prospective Tenants

Skyline Chapter 901 of Oregon State Tenants Association (OSTA) exists to protect tenant interests and investments through education about current laws contained within the Oregon Revised Statutes Chapter 90. In addition to helping residents understand their rights of home ownership on rented space, the organization lobbies for reasonable and protective laws at each session of the state legislature. OSTA’s support comes from having a large number of members statewide (there is strength in numbers) and active chapters (there is power in organization). All work is done by volunteers. Dues are \$30 a year and donations are always welcome, especially for some of our auxiliary programs, such as helping our members age-in-place. Please contact the one of our officers below for further information about our community group and OSTA.

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

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

[Note: This summary is a sample only. Your OSTA Chapter can draft your own.]

Prospective Purchaser Guide & Checklist

The law requires the landlord to give a one-page handout to prospective purchasers of homes in your park or marina to the prospective buyers before signing a rental agreement. This is your opportunity to welcome new residents, make sure they get off to a good start and that their rights are not violated, and to demonstrate that you are an active community group who looks out for one another.

Take some time to develop an informative one-pager about your group that encourages a prospective purchaser to contact you.

Make sure they obtain the documents which the law requires the landlord to give to the prospective purchasers. Try to help guide them through the process since it isn't just like renting an apartment or buying a private home. OSTA Chapters in floating home marinas can also help the purchaser through the unique inspection and float education process since buying and living in a floating home is so much different than living in a home on land.

Gather these items and have a few packets ready to share or email to a prospective purchaser who contacts you.

Make sure to emphasize that potential residents should study all of these documents closely before signing any agreements or leases and to help them to understand that they should plan to follow any legally-valid rules or they could end up with Termination of Tenancy Notices.

Per ORS 90.510, every landlord who rents space in a manufactured home park or floating home marina must provide potential tenants with the following at the time the landlord gives the prospective purchaser the application to become a tenant [ORS 90.680(9)]:

1. Current Statement of Policy:
 - The written Statement of Policy must include the location and size of the rented space, services and utilities provided by the landlord, facility policy regarding rent adjustment and a rent history for the space to be rented.
 - The rent history must, at a minimum, show the rent amounts on January 1 of each of the five preceding calendar years or during the

length of the landlord's ownership, leasing or subleasing of the facility, whichever period is shorter. What this means is that someone moving in will know how much the landlord has raised the rent since he or she has owned the park.

2. Current Rental Agreement:

- Your landlord must provide a copy of the actual Rental Agreement and cannot require that an accepted tenant sign a different one than the one provided at the time of application. Among other items, it must include:
 - Rent per month
 - Size of the space
 - Fees and security deposits (only fees permitted by ORS 90.302 are allowed to be charged by the landlord). Prospective marina tenants should pay close attention to ORS 90.302 to ensure that prohibited move-in fees (however designated) are not charged.
 - Any conditions the landlord applies in approving a purchaser of a manufactured dwelling or floating home as a tenant in the event the tenant elects to sell the home. Those conditions must be in conformance with state and federal law and may include, but are not limited to, conditions as to pets, number of occupants and screening or admission criteria.
 - The Rental Agreement must also include notice that either party may request no-cost mandatory mediation of disputes and how to initiate that assistance.
 - Terms of the tenancy

3. Rules

- Your landlord must provide a copy of the rules which govern what a tenant can and cannot do at the park or marina and cannot require that an accepted tenant sign a different set of rules than the ones provided at the time of application. Try to help prospective residents understand that they should plan to follow any legally-valid rules or they could end up with Termination of Tenancy Notices.

4. *Copies of any outstanding notices given to the current tenant under ORS 90.632 (Termination of tenancy due to physical condition of manufactured dwelling or floating home)
 - *If the landlord does not provide this and the landlord accepts the prospective purchaser as a tenant and accepts rent, then the landlord has waived their right to require repairs – So DO NOT request them, if you did not receive them at the time of application.
5. *A list of any disrepair or deterioration of the manufactured dwelling or floating home. The law defines “deterioration” and “disrepair” regarding manufactured and floating homes as:
 - “Deterioration”:
 - (A) Includes a collapsing or failing staircase or railing, one or more holes in a wall or roof, an inadequately supported window air conditioning unit, falling gutters, siding or skirting, or paint that is peeling or faded as to threaten the useful life or integrity of the siding.
 - (B) Does not include aesthetic or cosmetic concerns.
 - “Disrepair”:
 - (A) Means the state of being in need of repair because a component is broken, collapsing, creating a safety hazard or generally in need of maintenance.
 - (B) Includes the need to correct a failure to conform with applicable building and housing codes at the time of:
 - ◆ (i) Installation of the manufactured dwelling or floating home on the site.
 - ◆ (ii) Making improvements to the manufactured dwelling or floating home following installation.
 - ◆ For manufactured houses in parks, “improvements” has the meaning provided in ORS 646A.060: “goods and services not included in the

base price that are, in general, needed to prepare a site and complete the setup of a manufactured dwelling. "Improvements" includes, but is not limited to, permits, site preparation, sidewalks, concrete, utility connections, skirting, steps, railings, decks, awnings, carports, garages, sheds, gutters, downspouts, rain drains, heat pumps, air conditioning, basements, plants and landscaping, installation fees and system development charges."

- *If the landlord does not provide this and the landlord accepts the prospective purchaser as a tenant and accepts rent, then the landlord has waived their right to require repairs – So DO NOT request them, if you did not receive them at the time of application.
6. *A list of any failures to maintain the space or to comply with any other provisions of the rental agreement, including aesthetic or cosmetic improvements
 - *If the landlord does not provide this and the landlord accepts the prospective purchaser as a tenant and accepts rent, then the landlord has waived their right to require repairs – So DO NOT request them, if you did not receive them at the time of application.
 7. *A statement that the landlord may require a prospective purchaser to complete repairs, maintenance and improvements as described in the notices and lists.
 - *If the landlord does not provide this and the landlord accepts the prospective purchaser as a tenant and accepts rent, then the landlord has waived their right to require repairs – So DO NOT request them, if you did not receive them at the time of application.
 8. A list of any conditions of approval the landlord will impose on a subsequent sale of the home the prospective purchaser is considering purchasing, Those conditions must be in conformance with state and federal law and may include, but are not limited to, conditions as to pets, number of occupants and screening or admission criteria. (This information might be also found within the Rental Agreement if a separate document is not provided with the appropriate conditions, screening and admission criteria) [ORS 90.510(5)(i)]

9. One page summary about each tenants' association in the park or marina. (The tenants' association shall provide the summary to the landlord) [ORS 90.510(i)(k)]

During the 7-10 days period that the landlord is entitled to use to evaluate the prospective purchaser and approve or reject the prospective purchaser as a tenant [ORS 90.680(10)(a)] or upon the execution of a rental agreement (if the landlord failed to accept or reject the application within the 7-10 day timeframe), whichever is earlier, the landlord must provide one more document.

10. At the time of evaluating a prospective purchaser as a tenant (the landlord is allowed, the landlord is required to provide the applicant, purchaser or tenant a copy of an informational handout (developed by the Oregon Housing and Community Services Department) regarding rights of tenants and landlords when a tenant is selling a manufactured dwelling or floating home in a park or marina.
 - If your landlord does not give this to the prospective purchaser, make certain to give this to them so that they understand their rights during the process.
 - This rights handout can be found by calling the Manufactured and Marinas Community Resource Center of the Oregon State Housing and Community Services department at (503) 986-2000

New Resident Guide & Checklist

Once a prospective purchaser has purchased the house and become a resident, they will have different needs acclimating into the community with which you can help them.

If you are meeting this resident for the first time because they did not contact you prior to purchasing, we recommend that you start with the Prospective Purchaser Guide & Checklist and make certain they secured all the documents they need for success.

If you have already made contact with the prospective purchaser during the purchasing process and helped to make sure they have all of their required documents from the landlord before becoming a resident, then all we recommend is that you welcome the tenant with some additional resources that might come in handy.

Here are some suggested items to share with a new resident:

- A Welcome to the Neighborhood card signed by OSTA Chapter members
- Park or Marina Directory (for privacy reasons, make sure not to share this until the person is a resident)
- A flyer for the next OSTA Meeting
- An OSTA brochure detailing our services and mission
- An OSTA membership application
- A welcome gift, inexpensive suggestions include:
 - Coupons to the best local pizza delivery
 - Paper towels, paper plates and plastic silverware until they unpack their kitchen
 - If it's autumn in your park, offer to rake their leaves
 - If you live in a marina that uses airhorns, give an air horn
 - A flower to plant
 - Box of cookies



Thank You
for
Being a Good Neighbor!