

IF IT'S A LAW - ENFORCE IT



The Case for an Oregon Manufactured & Floating Home Dispute Resolution/Enforcement Program

THE PROBLEM: LACK OF ENFORCEMENT

Since 1989, manufactured homeowners in Oregon have asked for meaningful enforcement of their statutory rights under ORS Chapter 90. Four decades of compromise have turned a gap in enforcement into a systemic crisis. Homeowners have lost their homes and are living in fear---let's partner together to deliver the lasting solution our community needs.

- **Mediation is Not Enforcement:** While mediation is mandatory, it requires no actual resolution and completely lacks enforcement of the law.
- **Severe Resource Constraints:** One or two means-tested attorneys cannot provide justice for all Oregon Manufactured and Floating homeowners, nor do they scale to require systematic enforcement of the laws.

THE SOLUTION: ESTABLISH AN OREGON MHDRP

We urge the Legislature to create an administrative Dispute Resolution Program for manufactured and floating homeowners housed within a state agency.

- **A Proven Model:** This program is modeled directly after Washington State's highly successful Manufactured/Mobile Home Dispute Resolution Program (MHDRP).
- **Equitable Process:** It provides an accessible, cost-effective administrative process for both homeowners and landlords to resolve complaints.
- **Core Authority:** The program must have the explicit mandate to:
INVESTIGATE • ASSESS • MEDIATE • RESOLVE • ENFORCE

WHY NOW?

Violations of ORS Chapter 90 are not isolated incidents. Advocates have compiled documented complaints from across Oregon that prove the systematic nature of this crisis.

- We have examples.
- We have a model.
- We are ready to work on a solution.

This issue is **bigger than one page and bigger than a single conversation**. Ask us about the documented violations and how an Oregon MHDRP will protect home equity and community stability.

We've given compromise a chance for 40 years. The imbalance of power has created a systemic crisis for tenants. Let's work hand-in-hand to deliver true justice.

Contact: Judy Annin –
Manufactured Homeowner and OSTA Board Member
jannin@oregontenants.com



OREGON STATE TENANTS ASSOCIATION
Manufactured & Floating Home Communities

REQUEST A MEETING



- Contact the **legislator's office**, usually through their **Legislative Assistant (LA)**.
- Email is the most common and preferred method. You can also call. Don't give up. Keep in mind the legislator is busy, and it might take several attempts to get a response.
- Clearly state:
 - Who you are
 - Where you live (constituents get priority)
 - The issue you want to discuss
 - The amount of time you need (usually **15minutes**)
 - Who will be attending the meeting

If you're meeting someone who represents your district, such as a member of the Oregon House of Representatives or Oregon State Senate, mention you're a constituent right away.

2. BE CLEAR ABOUT YOUR PURPOSE

Legislators appreciate **direct conversations**.

Prepare a short message that answers four things:

1. **The problem:** What is happening?
2. **Why it matters:** Who is affected & how?
3. **The solution:** What needs to change?
4. **The ask:** What do you want the legislator to do?

Example structure:

- "Manufactured homeowners are experiencing _____."
- "This matters because _____."
- We believe _____ would help.
- "We are asking you to support _____."

3. KEEP YOUR STORY SHORT AND PERSONAL

Personal stories are powerful, but they must be concise.

Best approach:

- 2-3 minutes explaining the issue
- 1-2 minutes with a personal example
- Then move to your **specific ask**

Legislators hear dozens of issues every day—**clarity wins**.

6. ASK WHO YOU MIGHT ACTUALLY MEET

Sometimes you will meet with:

- The legislator
- Their **Legislative Assistant**
- A **policy staff member**

Treat staff exactly the same as the legislator.

Staff often **advise the legislator on how to vote**.

7. CONFIRM MEETING DATE AND TIME

- Email or call legislators at least 2 days prior to date and time.

Contact: Judy Annin –
Manufactured Homeowner and OSTA Board Member
jannin@oregontenants.com



OREGON STATE TENANTS ASSOCIATION
Manufactured & Floating Home Communities

THE MEETING



1. BEFORE THE MEETING

Arrive early, especially at the Capitol. Bring printed materials and dress business-casual.

2. KNOW HOW TO ADDRESS THE LEGISLATOR

- Senator: "Senator [Last Name]"
- Representative: "Representative [Last Name]"

When speaking directly to them, "Senator" or "Representative" is appropriate.

3. INTRODUCE YOURSELF — 30-60 SECONDS

- Your name
- Your city/community
- You are a manufactured homeowner and constituent

"Hello, my name is _____. I live in ____ and I'm a manufactured homeowner in your district."

4. STATE THE ISSUE

Keep it to 1-2 sentences.

"Manufactured homeowners are experiencing serious challenges because tenant protections are not being effectively enforced."

5. EXPLAIN WHY IT MATTERS

Laws only protect homeowners when they are enforced. Without enforcement, homeowners are left to fight violations on their own, putting their homes, finances and stability at risk.

6. SHARE ONE SHORT EXAMPLE

Keep it under 2 minutes.

What happened? What did you do? What happened when you tried to get it resolved?

7. MAKE A CLEAR ASK

Ask for something specific:

- Support stronger enforcement of ORS 90 tenant protections.
- Consider Washington's MHDRP as a model.
- Support legislation creating an effective enforcement program.

Ask:

"What concerns would you have about supporting stronger enforcement?"

8. RESPECT THEIR TIME

Most meetings are 10-15 minutes.

Introduction → Issue → Example → Ask

9. LEAVE A ONE-PAGE HANDOUT

Include your issue, key facts, request and contact information.

10. REMEMBER: STAFF MATTER

You may meet with the legislator, a legislative assistant or policy staff. Treat everyone as an important part of the process.

11. STAY RESPECTFUL & FOCUSED

Be calm. Be professional. Focus on the issue and solutions. Avoid personal attacks.

12. FOLLOW UP

Send a thank-you email within 24-48 hours. Include anything you promised to provide.

THE GOAL

Clear message + real example + specific ask = effective advocacy.

ZOOM MEETINGS



1. REQUEST THE MEETING

Between sessions your meetings will generally be a zoom meeting that the legislator initiates.

- Contact the legislator's office by **email or phone**. Include your name, contact information, community, that you are a **constituent and manufactured homeowner**, the purpose of the meeting, a brief personal example, and your solution if you have one. Ask to meet with the legislator and whether you can provide information beforehand. **Keep it brief. Your goal is to get the meeting.**

2. ACCEPT & PREPARE

- The office will provide the **date, time and Zoom information**. Confirm the meeting and add it to your calendar. Test your camera and microphone, find a quiet place, and join **5-10 minutes early**. Have your notes and key facts ready.

3. ADDRESS THE LEGISLATOR

- **Senator:** "Senator [Last Name]"
Representative: "Representative [Last Name]"

4. INTRODUCE YOURSELF — 30-60 SECONDS

- State your **name, city/community, and that you are a manufactured homeowner and constituent**.
- "Hello, my name is _____. I live in _____ and I'm a manufactured homeowner in your district."

5. STATE THE ISSUE

- Explain the problem in **1-2 sentences**.
- "Manufactured homeowners are experiencing serious challenges because tenant protections are not being effectively enforced."

6. EXPLAIN WHY IT MATTERS

- Laws only protect homeowners when they are enforced. Without enforcement, homeowners are left to fight violations on their own, putting their homes, finances and stability at risk.

7. SHARE ONE SHORT EXAMPLE

- Keep your story **under 2 minutes**. Explain **what happened, what you did, and what happened when you tried to get it resolved**.

8. MAKE A CLEAR ASK

- Ask for something specific: stronger enforcement of ORS 90 tenant protections, consideration of Washington's MHDRP as a model, or support for legislation creating an effective enforcement program.

Ask: "What concerns would you have about supporting stronger enforcement?"

9. RESPECT THEIR TIME

- Most meetings are **10-15 minutes**.
- **Introduction → Issue → Why → Example → Ask**
- If others attend, give everyone a chance to speak.

10. FOLLOW UP

- Send a **thank-you email within 24-48 hours**. Thank them for their time and provide any information you promised.

REMEMBER

- Be brief. Be respectful. Tell the truth. Give a real example. Make a clear ask.

THE GOAL

- Clear message + real example + specific ask = effective advocacy.