

AAMHO CONNECTION



AAMHO Annual Meeting

Saturday Feb. 11th, 2017

9am – 3pm

Holiday Inn & Suites
Superstition Ballroom

1600 S. Country Club Dr.
Mesa, AZ 85210

A special day of celebration is planned for everyone who attends. AAMHO has worked very hard for you the past 30 years. The last two years have been spent rebuilding our mission and bringing our programs up-to-date with the changing times. This year, as we celebrate our 30th Anniversary as an organization, we want to give back to all of our members a day they will remember all year long.

Our guest list includes people who have helped fight for our rights, carried us through hearings, met with our Board and been instrumental in getting better living conditions for residents.

Guest speakers include:

Dana Paschke, Lobbyist for AAMHO, Policy AZ, LLC
Rep. Douglas Coleman, Arizona State Legislature
Debra Blake, Arizona Department of Housing
Tim Sheahan, President NMHOA
Kody Newland, Standard Direct Insurance Agency

Some of our other special guests:

Joni Cage, Arizona Department of Housing
Mayor Charlie German, Camp Verde
Geff Gunsalus, Park Owner
Martha Martin, Pima Co. Community Development
Rep. Kelly Townsend, Arizona State Legislature
Silvia Urrutia, Arizona Housing Alliance

Our Lobbyist, Dana Paschke, will be bringing us up-to-date on what Bills we are hoping to bring to the Legislature for manufactured home living, including park models.

For just \$15 you can see how we are supported by Legislators, State employees, insurance executives and the media. You'll be able to talk with Board members, District officers, and hear what is going on in the State.

Talk to your neighbors, friends in other parks, or even your manager and invite them to join us on February 11th and see what a great support system AAMHO is. Be sure to get yourself registered and any guests you bring prior to February 2nd so we can accommodate you.

Check-in begins at 8am with complimentary pastry, fruit trays, coffee and tea. The business meeting and election of officers will start at 9am.

AAMHO has had a very productive year thanks to all of the hardworking officers. Attend the annual meeting to re-elect them to office. There are four positions up for election: President, Legislative Director, Membership Director, and Education Director.

Thanks to the Standard Direct Insurance Agency (Cavco), we will have a raffle for a big screen television to one lucky winner plus other surprise gift cards. You'll need to have cash to buy your tickets at \$5 each or 3 for \$10. Winners must be present to win.

The registration fee is \$15 if you pre-register, and \$20 per person at the door. A pre-registration form is included in this newsletter. Please fill out the form and mail it with your check today.

We must have a count of those who will attend at least a week prior to the date. It is important so we can guarantee everyone who attends has a plate at the table. The menu includes: Lasagna Bolognese, antipasto salad with vinaigrette dressing, chef's selection of dessert, tea and coffee. If you require a special diet (vegetarian, gluten free, lactose intolerant), please call the office with a week's notice.

The Holiday Inn has set aside a block of 20 rooms at a very special rate of \$149 for anyone wishing to stay at the hotel. This includes breakfast for up to 2 adults.

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You can register at www.mesaphxi.com and click on MAKE A RESERVATION. Enter arrival and departure dates and enter **AHO** for the group and discount rate. You can then check availability and select either a king or 2 queen beds. You can also call 480-964-7000 to reserve your room. Make certain to mention our group code **AHO** for this discount.

A person does not have to be a member to attend the Annual Meeting, so please invite your neighbors and friends from other parks, so they can learn about our Organization and their connections.

MEMBERSHIP IS CRITICAL

Pat Schoneck – Membership Director
pschoneck@juno.com

Membership has been a real challenge this past year. Members from the Board of Directors have attended many meetings, answered hundreds of phone calls, created a new newsletter to keep you better informed and worked diligently throughout the state. As we speak with people, we are picking up new members all of the time. Renewals are coming in daily which is good, but there are losses due to deaths, leaving Manufactured Home Parks, and of course residents who cannot afford to renew. We are aware that the economy has put a burden on many members.

Dues are 11 cents a day to purchase an insurance that will keep the Landlord Tenant Act in place. Without AAMHO to oversee the laws in the Legislature and enact new laws for you, there would be no protection at all. Board members have worked hard to know Legislators on a personal level, getting them to back bills and understand the issues about living in a home you own on rented land. A great deal has been done this past year to give you more protection.



When we are working with Legislators and Park Owners, one of the things we are always asked is "How many members do you have?" Well my friends, you all know that numbers count. So please get out and talk to your friends, neighbors and people you meet in other parks. Explain to them what AAMHO is and how important it is to have numbers. Take the membership forms with you and encourage them to join. **PRESENT A STRONG FRONT.**

The present officers have gone above and beyond this year to make a much stronger AAMHO, so please join and support these strong officers.

HOW A BILL BECOMES LAW

Kelly Yielding – Legislative Director
legislativedirector@aamho.org



Every year the Legislature meets to decide on what issues they will hear for the upcoming session. The process starts and ends in a short timeframe, but

takes a lot of work to put together Bills for sponsors and the final step for hearing.

This year AAMHO is working on Bills for manufactured home owners not only in Relocation Funding but also for Park Models. The project will open up some rights regarding the actual costs of moving a home in the event the park closes, changes use, or high rent increases.

When the legislative session opens, lawmakers will propose thousands of bills, but not all bills will become law.

Here's the process a bill goes through to become law in Arizona:

- FIRST READING:** Bill is introduced in open session.
- SECOND READING:** Bill is assigned to a committee; if not assigned, it can die at this point
- COMMITTEE HEARING:** Bill must be voted on by at least one committee, plus the Rules Committee.
- SECOND READING:** After Bill comes out of Committee.
- CAUCUSES:** Lawmakers discuss Bill, debate its pros and cons and decide what position to take on Bill.
- THIRD READING:** If there is consensus, they vote on the Bill and send it to the other chamber. If no consensus, the whole chamber meets as a "committee of the whole" to discuss the Bill and vote.
- CROSSING THE COURTYARD:** If the Bill passes, it then moves to the other chamber to be voted on.
- CONFERENCE COMMITTEE:** Appointed when original chamber rejects second chamber's amendments.
- FINAL VOTE:** Both houses review recommendations.
- GOVERNOR:** The governor has five days (10 if the Legislature has adjourned) to sign the bill into law, veto it or do nothing and allow it to become law without his or her signature. The Legislature can override the governor's veto with a 2/3 vote.

SOURCE: [www.azpolicy.org/media-uploads/resource-images/How a Bill becomes law-vertical.pdf](http://www.azpolicy.org/media-uploads/resource-images/How%20a%20Bill%20becomes%20law-vertical.pdf)

AAMHO IN ACTION

Kelly Yielding – Legislative Director
legislativedirector@aamho.org



During the 2016 Legislative Session, AAMHO worked with Representative Doug Coleman to secure the passage of HB 2304 (mobile home parks; tree maintenance). On May 17, Governor Ducey signed the bill into law with an effective date of August 6, 2016.

Under the Mobile Home Landlord Tenant Act, the landlord has the responsibility to maintain fit premises while the tenant is responsible for keeping his or her space in good condition. How these responsibilities apply to tree maintenance has been the subject of varied interpretations over the past few years. HB 2304 attempted to provide additional clarity on this responsibility in fair and equitable manner for tenants and landlords. For all new tenants, beginning on January 1, 2017, the law now requires the inclusion of any tree maintenance obligations for trees on the mobile home space be stated in the lease agreements (rather than in the park rules and regulations). Any change regarding the new tenants' obligation to maintain trees on the space would constitute a substantial modification of the rental agreement, allowing all terms to be renegotiated.

The law now also requires any new, reoccurring financial obligation on any tenant to be stated in the lease agreement, rather than the park rules and regulations. Any new reoccurring financial obligation placed on a tenant through the rules and regulations is unenforceable after May 31, 2016. This applies (but is not limited) to the maintenance of trees. This was done to ensure that tenants and landlords mutually agree on financial obligations, rather than have them imposed on tenants. We appreciate the leadership of Representative Coleman in securing the passage and enactment of this important piece of legislation.

A second Bill was presented at the same time. Because of a decision by the Office of Administrative Hearings, AAMHO worked with sponsor Gail Griffin on SB 1362. Originally a petition was presented to an Administrative Law Judge arguing that the park requiring residents to include the names of all who reside in a manufactured home be included on the title or pay a daily fee set by the park. The petition stated two violations of the LTA. The argument that

this action was “unconscionable” was heard and a determination in favor of the resident was the final decision of the judge. This was a precedent case and one that had never been heard before. The Bill was introduced January 28, 2016, passed the Senate February 22, 2016, and passed the house May 7, 2016. The Bill passed smoothly through the Senate and Legislature and was signed by the Governor and became effective in the *Arizona Mobile Home Parks Residential Landlord and Tenant Act* August of 2016. The law under A.R.S. §33-1414 (A-8) states that “a rental agreement shall not provide that the tenant agrees to: Place any additional person’s name on the title to the mobile home as a condition of tenancy or residency for that additional person or pay a fee or other form of penalty for failing to place an additional person’s name on the title to the mobile home”.

What is planned for 2017?

The AAMHO organization plans once again to work on two issues this year that will bring another issue to a Bill. Lately the relocations has seen more action than past years. Residents are being relocated from the parks they live in due to closure, change of use and rent increases for extra costs to owners. Once again with the help of our Lobbyist and with the sponsorship of Doug Coleman, HB 2176 is being presented for review. This Bill focuses on the increase of the Relocation Fund for the costs incurred when moving your home. The second part of this Bill is making the fund accessible to Park Models as well. We are also looking for the Park Models to be entitled to the 18 day notice similar to manufactured homes when a move is necessary for the above mentioned reasons. More detailed information will follow as we move forward with this Bill. At some point we could be asking for help in contacting your District representative to vote “yes” on the Bill. Watch for updates.



A Bag of Tools

By R. L. Sharpe (1870 – 1950)

Isn't it strange that princes and kings,
And clowns that caper in sawdust rings,
And common people like you and me
Are builders for eternity?

Each is given a bag of tools,
A shapeless mass, a book of rules;
And each must make – 'ere life is flown -
A stumbling block or a stepping-stone.

KNOW YOUR RIGHTS

Kelly Yielding – Legislative Director
legislativedirector@aamho.org



What happens after residents have exhausted all the steps to try and work with management and the owners of a park without much success? Many times as we visit parks throughout the state, we are asked-- What happens next? How many petitions have been filed with AAMHO involvement? What is the outcome ratio?

In 2016, AAMHO received about eleven petitions for review. The process we try and follow is to investigate if indeed these concerns/issues are actual violations of the LTA. There is discussion, and recommendations are made to the residents.

Until recently, AAMHO was not allowed to go any further than this. Now, however, if the members ask, we can go through the process and even appear with the petitioners as an Authorized Agent. This allows AAMHO to help present the concerns to the Administrative Law Judge (ALJ) for the petitioner. The ALJ listens to the case, reviews the evidence, and makes recommendations to the Director of the Arizona Department of Housing who reviews these recommendations and makes a final administrative action. There is a process to appeal any decisions within 30 days. Decisions are posted on the Office of Administrative Hearings (OAH) website.

ID# 15F-L1515013-BFS (17 AUG 2015) – Park required that all residents be listed on the title of the mobile home as well as sign a lease agreement. The ALJ found for the residents, stating this was unconscionable under ARS §§ 33-1413(A) and 33-1411(A). As a result, AAMHO was instrumental in getting a new law passed by the Legislature in 2016: ARS §33-1414(A).

ID# 15F-L1516009-BFS (05 JAN 2016) – Park claimed that the resident's son and grandson had stayed overnight more than 14 days, thus resulting in guest fees. The resident testified that they had occasionally spent the night a couple of days, but never an extended period of time. Because the park had witnessed the son's truck parked there, they assumed he was staying there. He was actually driving his father's truck and leaving his truck there. The ALJ concluded that the guest fees were not proper and should be refunded to the resident.

This case also involved the removal of the resident's fence while he was out of state. Testimony showed that the manager had approved the installation and

had no authority to enter onto the resident's property to remove the fence. The ALJ ordered the park to pay damages for its unlawful entry to resident's lot and reimburse resident the filing fee.

ID# 15F-L1515011-BFS (06 AUG 2015) – The park required residents to maintain sidewalks and one-half of the street in front of their home. Residents felt the streets were a common area and the responsibility of the park. This case was dismissed since the park had not actually charged a fee to the resident yet, so no ruling could be made on this petition.

ID# 15F-L1515010-BFS & 15F-L1515012 (03 AUG 2015 & 12 AUG 2015) – Residents claimed the park had failed to maintain the common areas in violation of the LTA. The Respondent did not appear in court, and the ALJ recommended that the park make all necessary repairs and pay \$500 as a civil penalty. A second hearing was set, but some of the repairs had already been made. However, the ALJ felt that because these repairs had not been done prior to the first petition, the resident had proven their case and the decision was in favor of the residents.

Follow these steps to see some of the cases in their entirety on the OAH website: <http://www.azoah.com> and click on SEARCH ADMINISTRATIVE LAW JUDGES DECISIONS. Click on DECISION SEARCH and enter the ID#.

ID# 16F-L1616002-BFS (DATE) – Residents alleged that the manager was trying to charge them a rent increase after they had already signed a lease which was a violation. At the hearing, the parties agreed that the park would reimburse the residents for overpayment of rent and that the park would issue a new notice of rental increase in conformance with ARS §33-1413(I). The agreement by both parties allowed the hearing to vacate based on a settlement.

Mission Statement Office of Administrative Hearings

We will contribute to the quality of life in the State of Arizona by fairly and impartially hearing the contested matters of our fellow citizens arising out of State regulation.

VOLUNTEER NEEDED

Do you have WordPress experience and a little extra time to contribute to AAMHO to assist our Webmaster? Just call the AAMHO office to volunteer.



PRE-REGISTER FOR THE 30th ANNUAL AAMHO MEETING

Saturday, February 11, 2017

Please list your name, space, and phone number. Return this form by February 3, 2017, with a check to **AAMHO**, 2334 S. McClintock Drive, Tempe, AZ 85282.

The registration fee is \$15.00 if you Pre-Register; \$20.00 per person at the door. Sign in begins at 8:00 am and the meeting will begin at 9:00 am. Early morning pastry, fruit tray, coffee and tea will be provided, and a plated luncheon is included. If you have any questions, please call the AAMHO office at 480-966-9566.

Meeting location: **Holiday Inn and Suites**
1600 S. Country Club Drive (S.W. corner of US 60 and Country Club)
Mesa, AZ 85210

PLEASE PRINT LEGIBLY

NAME OF PARK: _____

Please list names of all members attending:

Name: _____ Space # _____ Phone: _____
 Name: _____ Space # _____ Phone: _____

Your community is entitled to voting delegates based on the number of member households within your park. Delegates and Alternates must be active AAMHO members and both should attend the meeting. While Delegates have voting rights, Alternates may be heard in discussion and may vote if their Delegate is not in attendance. The chart below indicates allowable chapter delegate representation based on the number of current memberships through December:

5 - 50	Member households	One vote
51 - 100	Member households	Two votes
101 - 150	Member households	Three votes
151 - 200	Member households	Four votes

Name of Delegate: _____ Space # _____ Phone: _____
 Name of Delegate: _____ Space # _____ Phone: _____
 Name of Delegate: _____ Space # _____ Phone: _____
 Name of Delegate: _____ Space # _____ Phone: _____
 Alternate Delegate: _____ Space # _____ Phone: _____

COMPARE AND SAVE!

We can insure any park model or manufactured home no matter age, value or location.

COVERAGE'S

Manufactured Home	\$40,000	\$50,000	\$60,000	\$80,000
Adjacent Structures	4,000	5,000	6,000	8,000
Personal Contents	20,000	25,000	30,000	40,000
Additional Living Expenses	8,000	10,000	12,000	16,000
Personal Liability	100,000	100,000	100,000	100,000
Medical Payments	1,000	1,000	1,000	1,000
Flood	Included	Included	Included	Included
Premium Per Year	\$281	\$317	\$351	\$432

Program Highlights:

- No Credit Check, No Hidden Fees
- Stated Value Policy
- Replacement Coverage For Home And Contents..... NO DEPRECIATION
- Standard Direct Only Represents Companies That Are Rated A- (Excellent) Or Better By AM Best For Financial Strength
- EFT, Credit Card And Monthly Payments Available



Your Manufactured Housing
Insurance Specialist

800-522-0146

www.stdins.com

This is a brief illustration of current rates that are subject to revision. The insurance company reserves the right to accept or reject applications for insurance upon review of all underwriting information. Rates may vary due to age of customer, age or location of home.

Standard Direct has underwritten the printing and mailing costs for this edition of the newsletter.

THREE KEYS TO BUYING MANUFACTURED HOUSING INSURANCE

Standard Direct Insurance Agency
www.stdins.com

Stability

Make sure your insurance company has an A- (Excellent) or better financial rating from the A.M. Best Corporations. You may do this by calling (908) 439-2200 or you may visit their website at AMBEST.com

Protection/Coverage

Make sure you have:

- Stated Value Policy covering your home. Make sure your policy pays you (in cash) the amount of insurance you have purchased if your home is destroyed. No depreciation!
- Replacement Cost coverage on your home and contents. All items are repaired or replaced. New for old... No depreciation!
- Flood (optional)

Service

Standard Direct Insurance Agency is the direct in house insurance agency for Standard Casualty Company, a wholly owned subsidiary of Cavco Industries. One of the USA's largest manufacturers of Park Model and Manufactured Homes. When you purchase a policy from Standard Direct you are buying your protection directly from Standard Casualty Company. You are dealing directly with your insurance company. No middle man!

**Standard Direct Insurance Agency –
Arizona's Manufactured Housing Insurance
Specialist – has underwritten the printing
and mailing costs for this newsletter.**

TAKE THE TUCSON BUS TO THE ANNUAL MEETING



District 4 plans to bring a bus to the Annual Meeting. It will be leaving two locations in Tucson. Rate will be set by the number of attendees, under \$30 per person. Call Pat Schoneck, Membership Director, for details at (520-404-4539) or email her at pschoneck@juno.com. If you have not attended an Annual Meeting, please consider it. It's a great way to find out exactly what AAMHO does for you. Registration forms are also available by contacting Pat. These must be sent in prior to February 2nd.

PRESIDENT'S PERCEPTION

Eileen Green – President
president@aamho.org



We have had many nice responses to our *AAMHO Connection*. We continue to bring you information that will enlighten and serve you in a more informal way. Delivery of our newsletter is still a challenge as some members, which are gone for the summer, have returned to their park while others are still planning dates in the future.

It is not too early to plan for a Park Officer Training Class or an Arizona Mobile Home Parks Residential Landlord and Tenant Act (LTA-101) Class in your park for 2017. Education is a very important part of being in your community with both your rights and responsibilities.

We look forward to seeing you at the 30th Anniversary Annual Meeting Celebration. Ride sharing, renting a bus, or a van with banners would be an exciting way to introduce your group. Maybe with the news media you will be on the local news.

VICE PRESIDENT'S REPORT

Don Bremer – Vice President
vicepresident@aamho.org

Eileen Green, Kelly Yielding, and I have had meetings with the Arizona Department of Housing, Arizona Department of Transportation, Pima County Department of Fair Housing, Pima County Housing Authority, and our lobbyist Dana Paschke. By trading information with these organizations, we have expanded our knowledge and I am sure they have gained as well. We have been meeting with parks and have had several District Meeting and classes.

We at AAMHO are getting our information together for a LTA Hearing January 12 about a rent increase and notices and will put the court's decision in the April newsletter.

My thoughts about abusive landlords and managers: if they owned a business that had walk-in customers and they treated them like they treat their residents, they would go broke. We are their customers and should be treated as such. A majority of parks have great landlords and managers and I cannot thank them enough.

Arizona Association of Manufactured
Homes and RV Owners



2334 S. McClintock Drive
Tempe, AZ 85282-2674
480-966-9566 ~ 800-221-6955

CO-OPERATION NOT CONFRONTATION



DELIVERY CONCERNS

Several members have called the office to ask if the newsletter was no longer being distributed via email, and if the yellow reminder postcards were no longer being sent through regular mail.

We learned that many of our members do not use their email, and were not getting the information being sent. The office is now removing unused email addresses from our database. Meeting reminders are now listed in each issue of the newsletter.

CLASSES ARE AVAILABLE

Jerry Shumate – Education Director
d6director@aamho.org

It is time to be thinking about the classes you need this year. An in depth discussion on the Landlord and Tenant Act is covered in the **LTA 101 Class**. We also cover HUD and 55+ communities, and the relocation fund. Our **Park Officer Training Class** is for any AAMHO park officer that is new in their position or needs an update. If you are interested in either of these classes, contact your District Director, the Education Director, or call the AAMHO office.

MEETINGS AND CLASSES SCHEDULED IN FEBRUARY & MARCH

Thursday, February	9	9:00	Board of Directors Meeting	AAMHO Office, Tempe
Saturday, February	11	9:00	30 th Anniversary Annual Meeting	Holiday Inn, Mesa
Monday, March	6	10:00	LTA 101 Class	Sunrise Mobile Estates, Yuma
Thursday, March	9	9:00	Board of Directors Meeting	AAMHO Office, Tempe
Friday, March	10	9:00	Manager Certification Class	AAMHO Office, Tempe
Saturday, March	25	10:00	District 4 Meeting	Quail Ridge, Tucson