

AAMHO CONNECTION



AAMHO Website: www.AAMHO.org | Email: info@aamho.org | Editor: secretary@aamho.org

31st Annual Meeting

Saturday Feb. 24, 2018

9 am – 1 pm

Holiday Inn & Suites

Superstition Ballroom

1600 S. Country Club Dr.

Mesa, AZ 85210

Pre-registration is \$20 per person and \$25 at the door. Sign in begins at 8:00 am with complimentary early morning pastries, fruit trays, coffee and tea available. The short business meeting with election of officers will begin at 9:00 am. There are four positions up for election: Vice President, Secretary, Treasurer, and Park Model Director.

After elections, there will be some interesting guest speakers. An opportunity to ask questions will follow each speaker. Our invited guest speakers include people who have supported AAMHO in its continued efforts to protect the rights of manufactured/mobile home owners. These speakers play a key role in making a workable situation between Park Owners, Managers and the residents.

A pre-registration form is available on our website www.aamho.org. Please fill out the form and mail it along with your check to the AAMHO office before the February 12th deadline. A person does not have to be a member to attend the Annual Meeting. Talk to your neighbors, friends in other parks, or even your manager and invite them to join us so they can learn about our organization.

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 Friday night. This includes breakfast for up to two adults. Register at www.mesaphxhi.com under MAKE A RESERVATION. Enter arrival and departure dates and enter **AMH** for the group and discount rate. Click on CHECK AVAILABILITY and select either a king or two queen beds. You can also call 480-964-7000 to reserve your room. Make certain to mention our group code **AMH** for this discount.

WE'RE ALL ABOUT EDUCATION

Carol Judd – District 4 Director

d4director@aamho.org

In every state we are required to have a drivers' license in order to lawfully drive an automobile of any kind on the roadways. But first, we must know the laws, right?! Ok, at least, pass the test! But not every state has a protective LTA, nor an AAMHO!

We can't buy insurance for a car without a valid driver's License – legally. Yet, in many cases, we buy or rent a manufactured home (and/or RV or Park Model) ironically, before we become aware of the "rules of the road" of this hybrid type of property ownership – we may own the house, however we rent/lease the lot/land underneath.

We as residents, however, are in second place. We live in and/or own our homes, *subject to* the lease(s) presented to us by the Owners and Managers, and which we are obligated to sign. It is important to understand that the Owners and Managers are obliged to know and learn the same laws in the LTA.

AAMHO is also approved to present and conduct classes for Park Manager's State-required [continuing] education certification. This certification consists of 6 credit-hours in every two-year period for each and every park Manager. Here again, this coalition reflects a unified effort in recognizing that the LAWS contained in the LTA protect and pertain to all of us- whatever our interest, in a MH or RV park.

In addition to "LTA-101" and the "Park Manager's Certification", other classes that AAMHO offers are Park Officer's Training for each Park and, District Director workshops. Knowledge is power. "Eat your Wheaties!" -and, learn the LTA!

So AAMHO most importantly exists to offer and present Education of the Landlord & Tenant Act (LTA) for manufactured home owners in Parks and, separately, the park managers. We encourage everyone to take one of the "LTA-101" classes which are offered throughout Arizona! Just call the Office (Connie: 480-966-9566, or 800-221-6955) or, Jerry Shumate, AAMHO Education Director, at 928-247-9088, to inquire or schedule a class.

PRESIDENT'S PERCEPTION

Eileen Green – President
president@aamho.org



We do not have to wait for February 2nd (Ground Hog Day) for Pennsylvania's Punxsutawney Phil to predict our weather for the next six weeks. We know the drill – "Mostly sunny...temps mostly in the 70's, with little or no rain in the forecast."

The abundance of **sunshine** in Arizona, prompted me to select **sunshine** as my theme for this edition of the "Connection" ...as in "Let the sun shine in"...as in "Let's be more **transparent**."

"**WE**" has long been my favorite pronoun.

To stress the value of "**WE**" ... **we the board** ... agreed to use the "slogan" **Co-Operation Not Confrontation**, and **WE** agreed to wear lapel pins that proudly proclaim, **Co-Operation Not Confrontation**.

WE agreed our main goals would be **Legislation and Education**.

This month **WE** want to talk about **Education**. **WE** agreed to increase the opportunities for learning among the entire membership, with emphasis on LTA 101 (Landlord/Tenant Act). And then **WE** agreed to invite and involve management to learn along with "**YOU**", the residents.

WE also decided to energetically promote AAMHO's course offering for park managers, who are required by law, to complete 6 hours of instruction every two years.

WE agreed to improve the content of the Manager Certification Class with 3 of the 6 hours of instruction devoted to covering the Federal Fair Housing Law presented by **co-operating** with Southwest Fair Housing Council, to have their Regional Education and Outreach Specialist, Kai McKinstry, present the material and answer questions.

AAMHO has been, since its inception in 1987, the "go-to-first-choice" for help, information and assistance when a conflict arose between management and residents. But, **WE** are not a legal service organization.

Then, about a year ago **WE** began using **Co-Operation** first, instead of **Confrontation**. **WE** began a diligent effort in working with residents and management. **WE** brought copies of the *Arizona Mobile Home Parks Residential Landlord and*

Tenant Act and Arizona Recreational Vehicle Long-Term Rental Space Act to guide our conversation.

In most instances, **WE** came away with two victories. **WE** avoided **Confrontation** and **WE** substantially increased attendance of both residents and managers at our class offerings.

As we begin the New Year **WE** look forward to spreading the AAMHO story further to help more park owners and residents understand their rights and responsibilities under the law. **WE** can only do this with **YOUR** help. Together **WE** can increase AAMHO membership, continue education offerings and improve the lives of manufactured home residents.

VIEWS FROM THE VEEP

Don Bremer – Vice President
vicepresident@aamho.org

Educating park managers and tenants about the "Arizona Mobile Home Parks Residential Landlord Tenant Act" (LTA) enhances our lifestyle and reflects our motto: "CO-OPERATION NOT CONFRONTATION".

Cooperation (sometimes written as co-operation) is the process of groups of organisms working or acting together for common or mutual benefit, as opposed to working in competition for selfish benefit; the process of working together to the same end. Synonymous with: collaboration, joint action, combined effort, teamwork, partnership, coordination, liaison, association, synergy, synergism, give and take, compromise; as in: "cooperation between management and workers.

– Wikipedia

AAMHO has classes for tenants (LTA 101) and managers (Manager Certification) to insure that both tenants and managers know the Arizona LTA laws. Lack of knowledge and/or communication between tenants and managers can have a significant and negative impact on management/tenant relationships. The willingness of both parties to have open communication can be beneficial to everyone involved.

The main purpose of our education is to aid in bridging the gaps in communication and hopefully create an environment leading toward open and productive communication which in the long run is mutually beneficial to everyone involved. I strongly believe education is the future of AAMHO.

Ask your friends and neighbors about their smoke alarms. While you are discussing their safety ask them to join AAMHO to help improve their life style. Thank you for being an AAMHO member and stay safe.

HOW AN “Aha” MOMENT TURNS INTO AN “OMG”

Carol Judd – District 4 Director
d4director@aamho.org

At a recent AAMHO State Board of Directors meeting, what began as a normal business meeting ended with more OMG's than Aha's!!

In the past few years, a few significant changes have been taking place in AAMHO. We've all heard the phrase, “If you're not part of the solution, then you're probably part of the problem.” Thought provoking, eh? Let's go back a few years to when Eileen Green joined AAMHO with clipboard in hand and eager to help.

Looking at the problems brought to her by MHP residents through the eyes of a Financial Auditor (which she was) she asked, “What do the Rules say?” Rules? What Rules?! Then, as District 4 Director, that led swiftly to a review of the *Arizona Mobile Home Parks Residential Landlord and Tenant Act* mostly referred to as the “LTA”. A vision started forming... *Everyone needs to know this stuff! Not just the AAMHO folks!*

It soon became clear to Eileen that too few folks were being informed (i.e.: trained) about the LTA and that the training materials were sorely out of date. An effort was launched to up-grade and revamp the training materials and techniques to take the LTA “on-the-road” to everyone – the MHP tenants and their park Managers. Aha! It was good! Still is! However, it took a long, hard year to accomplish this task – as one thing led into another...

Eileen moved up into the State Vice President position, now with even wider eyes. Seeing how changes over time impacted the training regarding the LTA, led into the development of procedures manuals and a few other things which began the OMG revelations that so much more was sorely out-of-date.

AAMHO's philosophy has changed dramatically from the “File a petition at all costs—we'll show them!” to promoting healthy discussion between management and residents in the spirit of *Co-operation Not Confrontation*. In many cases, had a civil, respectful dialog occurred, problems could have been easily resolved. Pat Schoneck and Eileen have been actively promoting this philosophy in their travels.

In April, a flood (of almost biblical proportion) drastically affected the AAMHO office! Thankfully our Office Manager, Connie, spotted the flood when she did and took quick action to prevent worse damage! So that was another “Aha” that turned abruptly into an “OMG”! It was soon learned that the building insurance was a bad fit by today's needs/standards – but it was what it was. Augh! Remedy time!

At this recent Board of Directors meeting, an insurance specialist delivered several proposals to bring our [building] insurance into compliance as well as a addressing several other concerns – such as the responsibilities and liabilities of our almost totally volunteer helpers. More updates to AAMHO's administrative processes are needed to modernize our procedures.

At this meeting it was brought to our attention just how badly out of date our Articles of Incorporation and Bylaws are. In order to properly update our insurance coverage we need also to review and update our governing documents.

We were fortunate to have with us an individual with many years of experience in non-profit associations who pointed out some of the areas where we need to virtually scrap the old documents and update the necessary information to bring us into legal compliance.

At the beginning of this journey, Eileen's vision was to help folks out of oppressive situations, but she soon realized that our tools were ineffective because they were out of date.

Our vision of several years ago grew ever wider with each successive year. Eileen has recruited subject-matter-experts such as Ms. Kai McKinstry of SW Fair Housing to bring invaluable information to the Manager's Certification Classes, and others such as the insurance specialist, and a consultant to help AAMHO become the premier educational association which endeavors to smooth the wrinkles of this hybrid type of property ownership where we own the house but rent the land under it.

The current Board of Directors for AAMHO is still trying to find ways to recover the losses from the flood (due to insurance shortfalls) – and your help is needed – both financially and in the following areas.

The Board is currently seeking additional help with Website management; filling several District outreach positions; finding someone with Grant-Writing skills to help move our educational program forward; and the Membership Recruitment.

Membership is critical to the success of any association, but is especially necessary to improve AAMHO's impact where we interface with the park owners and the legislators. Without increased membership, AAMHO's impact is lost. Without AAMHO, the LTA is lost. Remember the tale: “For want of a nail... the battle was lost.”

We encourage you to continue to support us in our vision and quest to take AAMHO to the point where no confrontation exists between park owners/ managers and residents. The journey of Aha's and OMG's will likely continue, but with your support and help, we can all pull together as a team, and together we all can win!

TIME FOR A CHANGE – AAMHO Articles, Bylaws and Policies

Lee Terry – Bylaws Committee Chair
leeterry@lterryrecruiter.com

Over the last few months, the Bylaws Committee has continued the work begun last year of reviewing, revising and updating the AAMHO governing documents. We were advised by our insurance agent that these documents needed to be brought up to date, as they are important to our insurance coverage.

The original AAMHO Articles of Incorporation were filed over thirty years ago when AAMHO was founded and have not been updated since. The result is that a number of policies and practices by AAMHO are not covered by the Articles, which overrule and control any Bylaws.

As an example, AAMHO now represents Manufactured Home Owners, Park Model and RV Owners, but the Articles only allow for members who own manufactured homes.

The number of Directors allowed would not cover full Board representation if all District Directors and Associates were seated, along with the elected Directors and Officers. The full complement would be 23, but the Articles only allow for 15.

Many provisions now common in Articles are missing from the originals. Most of these are just clarification of common business practices which need to be added.

After thoroughly reviewing the Articles, Bylaws and Policies and attempting to amend them as written it became evident that so much was missing that it was simpler to develop total new bylaws incorporating special AAMHO requirements into them.

As the committee worked on the bylaws it was mentioned that the Board had earlier discussed ways in which to empower members with more voice and vote, so they would feel a real part of the Association.

The Bylaws were written on the premise that AAMHO would become a real member organization with all members having a right to vote, not just a few delegates representing only a few parks. We have members in many parks which are not chapter parks and they are disenfranchised with no right to vote. There is a total of only 132 Chapter Parks, against the many thousands of parks which exist in the State of Arizona. Allowing more member responsibility is a good tool for new membership recruitment.

Voting by the delegate process has been discontinued by many organizations for the very reasons stated above.

The bylaws now incorporate all updated necessary requirements regarding notification methods, quorum requirements, general operating and administrative procedures and much more that is necessary.

Safeguards for removal of any director who becomes impaired or acts in a manner contrary to AAMHO principals and mission are built in both at the board level and for the membership.

Administrative provisions are clarified and the inconsistencies and conflicts between the policy manual and the old bylaws have been resolved.

General policies applicable to all directors, officers and agents have been consolidated into a general policy statement, and the Board Responsibilities and Standards of Conduct adopted at the November meeting added. Various other descriptions have been clarified, some strengthened and some added or eliminated to reflect current practice.

The revised Documents will shortly be posted to the WEB site for all to see, and copies will be sent to the registered delegates before the Annual Meeting for review.

With the adoption of these documents AAMHO can be confident that their procedures are current and will provide the tools necessary for effective administration in years to come.

Members will be empowered with voting rights and hopefully will become more engaged in the process of spreading the AAMHO message and increasing knowledge and cooperation between homeowners and park managers.

DON'T GET SCAMMED

Don Bremer – Vice President
vicepresident@aamho.org

If it sounds too good to be true, it most likely is. Scammers often pretend to be someone that you trust, like a government official, a charity, a relative, or a company that you do business with.

- Don't send money or give out personal information in response to an unexpected request.
- If you get a call asking you to pay a fee up front, your money will probably disappear.
- Hang up on robot calls which are often illegal.
- Don't press "1" to speak to a person or be removed.
- Be skeptical of free offers; you could be billed later.
- Never say "yes" when asked "Can you hear me?" The scammers will use your "yes" as an agreement to purchase products in your name.

IMPORTANCE OF MEMBERSHIP

Pat Schoneck – Membership Director
pschoneck@juno.com

Membership is always a challenge and this past year has been a time of rebuilding. In 2016, we lost some members due to the inability to pass laws to help the park model owners. However, we did sign up 386 new members throughout the year as well as restoring some renewals from members that had dropped. To build AAMHO's strength and increase our voice in the Legislature, we need to increase our membership substantially as soon as possible. I am willing to come to any of your meetings and also talk to neighboring parks if you can obtain an invitation for me to visit with them. I am only allowed to attend meetings in a park if I am invited.

Legislation was a plus for us in 2017. HB 2176 was passed which increased the amount available for relocation of a manufactured home and gave access to relocation money for park models.

Membership is vitally important when it comes to working with Legislators and park owners. Numbers show that many people care about what the *Landlord Tenant Act* does for them. All homeowners on rented land need to understand that they must do their part in keeping the laws that protect them supported, so that they stay in effect. When things are going well, people tend not to renew their membership; but not belonging creates the impression with park owners that they do not care what happens. Each year the AAMHO Legislative Committee and park owners get together and discuss new laws or changes in laws that will affect residents. Our Lobbyist, Dana Paschke, works with our Legislative Committee to oversee all Bills so that something is not added or altered on existing bills which is detrimental to us as homeowners. Dana provides wording for new bills and finds a Legislator to support them. This is a long and tedious task and everyone needs to pay their dues and support this effort.

Our Education team has held several LTA 101 classes throughout the year. It is a known fact that if members, managers, and park owners are on the same page about the *Landlord Tenant Act*, that parks run smoother. Too often people do not understand the law or interpret the laws a different way. Please get your park involved and hold a class and also invite members from other parks to spread the word.

Your Board of Directors has worked very hard this year trying to update our services and improve contacts with you. We have lost some hardworking members and are in need of additional District Directors, and a Park Model Director. Please contact the office to obtain the criteria for these positions if you are willing to serve in this capacity.

NOMINATING COMMITTEE REPORT

Valerie Shumate – Chairperson
vshumate@roadrunner.com

In compliance with our Bylaws, the Executive Committee will evaluate and approve nominees for four positions to be filled at the Annual Meeting. Interested candidates who meet the criteria listed below are asked to submit a resume, letter of interest, and a statement of qualifications for the position to which they are seeking election, to the AAMHO office, 2334 S. McClintock Drive, Tempe, AZ., 85383 by February 15th. Incumbents will be seeking re-election for Vice-President and Secretary.

A Statement of Board Responsibilities and the Board Standards of Conduct are available to anyone interested by calling Connie at the AAMHO office, 480-966-9566.

The Vice-President shall: Preside at meetings when the President is absent or unable to do so and carry out the duties of the president in his/her absence. Be familiar with parliamentary procedure and the governing documents of the Association. Be a signer on all bank accounts. Write an article for each newsletter. Support the office manager as requested.

Treasurer: Qualifications Required: Knowledge of accounting practices and procedures. Demonstrated evidence to work successfully with critical detail. Working knowledge of and experience with Microsoft Windows. Degree or certificate with an emphasis in accounting. Working knowledge and experience with Intuit QuickBooks. Proven ability to maintain accurate records. Strong computer skills and the ability to handle full charge bookkeeping, and prepare monthly reports.

Secretary: Qualifications Required: Proficiency with Windows 10 and other common software. Excellent communication skills both written and verbal. Ability to accurately take minutes at meetings. Ability to keep accurate records and fulfil secretarial duties as required.

The Park Model Director shall: Visit parks and respond to park model owner concerns. Promote educational programs to better educate park model home owners. Perform activities in accordance with the mission, vision and goals of the organization. Submit a written monthly report to all Board of Directors meetings and the Annual Meeting. Work closely with Legislative Director and Membership Director. Respond to Office Manager requests for member and non-member contact.

We invite you to join the AAMHO team as we move forward in 2018.

COMPARE AND SAVE!

We can insure park models, manufactured homes & modulars.
We have a company to fit your needs.

*COVERAGES

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

**Premiums above are sample quotes; your specific policy may be different*

Program Highlights: (not available on every policy)

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 Insurance has underwritten the printing costs for this edition of the newsletter.

JUST THE FACTS!

Lee Terry – Secretary
secretary@aamho.org

Lately there have been a lot of questions and concerns about why AAMHO is no longer assisting people with petitions, letter writing and representation in ALJ hearings.

In September of last year AAMHO was forced to select a new insurance agent and re-evaluate our entire insurance coverage. When our new agent was examining the then current Directors and Officers insurance liability coverage he discovered that there were specific exclusions for Professional Liability. This meant that AAMHO Officers and Directors were not covered by insurance when providing representational assistance as outlined above, and further that AAMHO could be sued for damages caused by being someone's legal agent/representative.

The Board wisely made the decision to cease providing such services until the necessary Professional Liability coverage could be obtained. Unfortunately finding this coverage is not easy. There are only about four companies who write Professional Liability coverage for non-profit 501 C-4's and fewer who will cover any organization involved with legislative activity or advisory services.

Our agent is still attempting to find a carrier who will insure us.

To further complicate matters, there is no professional liability coverage for AAMHO under our General Liability policy, which means that anyone who is assisting another person with problems, whether through letter writing, preparing petitions, attending hearings or other help, cannot represent themselves as an AAMHO member when doing so without putting AAMHO at risk.

Over the last year or two it has become evident that the petition process has failed to produce effective solutions to the problems encountered by manufactured homeowners. Even when favorable rulings are handed down by an Administrative Law Judge (ALJ), park owners and managers frequently fail to abide by the ruling since they know that there is no enforcement mechanism attached to the decision.

This often means that to get any legal satisfaction the person affected has to resort to taking the matter to Superior Court to get a judgement for enforcement. This process is costly, sometimes rising to close to \$20,000 in costs. Many homeowners cannot afford these expenses so their problems remain unsolved.

AAMHO recently introduced the motto of Co-Operation not Confrontation, and has expanded their educational programs through a series of classes to educate both homeowners and park managers on their rights and responsibilities to try and avoid conflicts which arise through a lack of understanding of the law.

The very successful LTA 101 class, which is a comprehensive overview of the Landlord and Tenant Act has been widely praised by park owners, managers and homeowners alike, and has proven successful in de-escalating conflicts by providing a clear understanding of where responsibilities lie.

Further information is provided through our Managers Certification classes, and expanded training for park managers, district directors and new board members.

By expanding these programs, which are available only through the tireless and dedicated effort of Board members who devote time and effort to travel to different parks who request classes, AAMHO is attempting to provide alternatives to the petition process.

We recognize that there are times when this may be the only alternative, but the positive reactions to the classes offered prove that there are other solutions available.

AAMHO will continue to seek insurance coverage which once again will allow members to provide advice and assistance, and hopefully we will be able to find adequate coverage at an affordable price.

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AAMHO now has an online **secure** donation site for you to access directly to support our 'Flood Fund' goal of \$13,000. Please help us to continue our important Education efforts and support of Legislation.

www.gofundme.com/HelpAAMHO

Facebook users are urged to **share** this opportunity with all your friends and family.

Arizona Association of Manufactured
Homes and RV Owners



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Tempe, AZ 85282-2674
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CO-OPERATION NOT CONFRONTATION

GOVERNOR PROCLAIMS JANUARY 2018 AS MANUFACTURED HOUSING MONTH

Lee Terry – Secretary
secretary@aamho.org

Citing the contributions of the Manufactured Housing Industry to the Arizona economy and lifestyles of Arizona residents, the Governor stated:

The Manufactured Housing Industry: Provides jobs to over 5000 employees in Arizona; Sells over

1800 new homes and 2400 used homes yearly to Arizona families; Builds more than 2600 new homes each year in Arizona; Has provided safe, comfortable and affordable homes for approximately 314,000 Arizona families; Is celebrating the 42nd Anniversary of the National Building Code for Manufactured Housing during 2018. Now therefore, I, Doug Ducey, Governor of the State of Arizona, do hereby proclaim January 2018 as Manufactured Housing month.

MEETINGS AND CLASSES SCHEDULED IN FEBRUARY & MARCH

Saturday, February	3	9:30	LTA 101 Education Class	Crescent Run, Mesa
Thursday, February	8	9:00	Board of Directors Meeting	AAMHO Office, Tempe
Friday, February	9	10:00	LTA 101 Education Class	Tomahawk, Apache Junction
Saturday, February	10	10:00	District 1 Meeting	Fountain East, Mesa
Saturday, February	24	8:00	31 st Annual Meeting	Holiday Inn, Mesa
Thursday, March	8	9:00	Board of Directors Meeting	AAMHO Office, Tempe
Friday, March	9	9:00	Manager Certification Class	AAMHO Office, Tempe
Friday, March	23	10:00	District 4 Meeting	Swan Lake Estates, Tucson
Saturday, March	24	10:00	District 6 Meeting	Sunrise Mobile Estates, Yuma

We are very pleased to have Kai McKinstry from Southwest Fair Housing Council join our team for the certification classes. This gives the managers two certificates that are required for their position.

A current listing of all meetings and classes is available on our website: www.aamho.org