

# AAMHO CONNECTION



AAMHO Website: [www.AAMHO.org](http://www.AAMHO.org) | Email: [info@aamho.org](mailto:info@aamho.org) | Editor: [secretary@aamho.org](mailto:secretary@aamho.org)

## MOVING FORWARD

*Eileen Green* – President  
[president@aamho.org](mailto:president@aamho.org)

Following our successful Annual Meeting where we made decisions that will help AAMHO move forward with updated governance documents and procedures, the AAMHO Board of Directors held a Planning and Strategy Session after our March board meeting.



One of our primary concerns is how to create a greater awareness among those who live in manufactured home communities about the many benefits they now enjoy because of the ongoing efforts of AAMHO to protect their lifestyle.

AAMHO is a victim of its own success because absent any major crisis people do not fully realize the need to belong to and support AAMHO. Thirty years ago when AAMHO was founded our membership was around 11,000, and it increased during times of adverse legislation to just over 15,000.

This meant that AAMHO was fully funded and able to mount vigorous campaigns in defense of attacks on our lifestyles.

This led to many legislative successes the most important one being the passage of the *Arizona Mobile Home Landlord and Tenant Act*, commonly known as LTA, which spelled out the responsibilities and rights of both park management/owners and park residents. It has proved to be a useful tool in creating better understanding and communication between all parties.

Our efforts to expand the LTA classes throughout the state to educate more residents are hampered by the lack of people trained to present the classes so we are introducing a Train the Trainer program for those who meet the criteria which you will find listed elsewhere, to become presenters.

Our Manager Certification classes are becoming increasingly popular and over twenty managers attended our recent class in Tempe.

Our lobbyist, Dana Paschke continues to build strong relationships for us with the Legislature, and our bills are receiving favorable reviews. At the Governor's request we are working in conjunction with MHCA, the organization representing park owners to craft solutions that both organizations can support to resolve problems.

For us to be able to continue our efforts we must increase our financial reserves which were depleted last year because of unexpected flood and structural damage to our office which was not fully covered by insurance and necessitated expenditures from our reserve funds.

Our membership currently stands around 3000, which at the current dues level does not generate enough revenue to support our efforts. The board does not intend to raise dues, but does want everyone to realize how important it is to promote and actively solicit new members. Everyone who lives in any type of a manufactured home is benefitting from AAMHO's efforts, and now your support is urgently needed to enable us to continue our efforts.

We have special funds earmarked for legal and legislative support and these too are suffering from a decrease in donations. Please consider donating to AAMHO to support our efforts, either directly by check or through our secure online site. If each member just gave twenty dollars or even less, it would greatly help to replenish our reserves, and provide the funding we need to keep working for your protection. You may donate at [www.aamho.org](http://www.aamho.org).

The board has many exciting plans for 2018 and you will be hearing more about these in subsequent issues of our *Connection*.

Let's work together to make AAMHO great again.

# ANNUAL MEETING REPORT

Lee Terry – Secretary  
[secretary@aamho.org](mailto:secretary@aamho.org)

One of the most exciting and important decisions made by the Delegates at the AAMHO Annual Meeting was the adoption of Revised Articles of Incorporation, Bylaws and Policies for AAMHO. The revised Articles and Bylaws are available on our WEB site at [www.aamho.org](http://www.aamho.org) for anyone to review.

AAMHO was incorporated some thirty years ago and the Articles of Incorporation had not been revised or updated until now.

This was necessary to legally provide for the variety of mobile homeowners AAMHO now protects, namely RV's and Park Models, in addition to manufactured homes. Our old Articles only allowed manufactured homeowners to be members. The Articles were also revised to allow for a full complement of District and Associate Directors, fourteen in all. Now we just need to find candidates for these important positions!

The most exciting changes were evident in the new Bylaws. The major change is that now AAMHO has truly become a member based organization with each member having a vote and voice, so they can actively participate in the decision making process at annual or special meetings.

AAMHO membership is open to those who are **homeowners**, on the title of a manufactured home, RV, or park model located on a leased or rented lot (Home Site) within a mobile home park. There may be up to two members per Home Site under the current dues structure. Article IV, Section 4.1

Previously voting rights were limited to Delegates selected from Chapter Parks according to the number of member households they had. There are less than 500 AAMHO Chapter Parks in Arizona, but over 350,000 manufactured homes. This meant that a very small number of delegates were able to make decisions affecting all members. At times we have had less than 50 voting delegates at our annual meeting.

Each member is now entitled to one vote on each matter submitted to a vote of the members at the annual meeting. Article IV. Section 4.3

Many AAMHO members are anxious to participate but are unable or unwilling to travel long distances to attend annual meetings. For this reason we added the ability to vote by proxy to the Bylaws. Article V, Section 5.7. This allows all members to be heard.

The AAMHO Policy Manual was updated to make them compatible with the Bylaws and provide clear guidance to the board.

Many helpful suggestions were made during the Open Forum portion of the meeting regarding the sharing of information.

One of the items we will be introducing later in the year is the creation of a series of short informational articles about AAMHO and its many achievements for publication in your local newsletters. Many park residents have no idea of what AAMHO is and does, and this will provide useful information for both residents and managers.

To more quickly disseminate information and to reduce soaring printing costs we are investigating distributing the *AAMHO Connection* newsletter via email. Hard copies will still be available to those who prefer that method. Surveys show that over 75% of seniors utilize email and use computers to stay updated with information. It costs almost ten thousand dollars yearly to print and distribute the newsletter on our current publication schedule. By introducing new delivery methods we hope to be able to increase the number of issues or publish brief E-blasts with important information in between regular publication dates. A short form is included in this issue for those who wish to continue receiving hard copy to complete and return to the AAMHO office. To allow time to properly introduce the new method, no changes will take place before the June issue.

We enjoyed hearing from several speakers, one of whom was Tanya Koch, manager at Swan Lakes Estates park in Tucson. She gave a very informative, thought provoking and humorous talk on what it takes to be a park manager and the many hats she wears. She also mentioned how AAMHO educational programs have helped residents and managers understand the provisions of the *Arizona Mobile Home Parks Residential Landlord Tenant Act (LTA)* and the *Arizona Recreational Vehicle Long-Term Space Rental Act*. We hope to publish Tanya's thoughts in a subsequent issue of the *Connection*.

AAMHO's popular classes for both Manager Certification and general resident education have made a proven improvement in relations between park managers and owners and we encourage you to call the AAMHO office and request a class in your park. We are also looking for interested people with the ability to teach and present our classes as it is impossible for one or two people to cover the entire state to do this. Currently we are developing a "Train

(continued on page 3)

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the Trainer” class for implementation later this year. Please see the criteria for becoming a trainer elsewhere in this issue.

Future plans include the creation of an AAMHO Facebook page so look for further news about that.

AAMHO needs your help and support as we enter a new year. It is vital to the future of AAMHO that more park residents are made aware that without AAMHO’s efforts over the years we would not enjoy the lifestyle protections we now enjoy. Our membership faces attrition from the loss of members who move into other living arrangements for health reasons, pass on, or simply do not renew their memberships. New and younger residents now comprise a large portion of park residents and they are often still working and do not have the time to attend meetings or coffees to learn about AAMHO. For this reason one-on-one contact is an important component of membership development and this is where we need the immediate help of every member to reach our needed goal of 1000 new members this year.

## MEMBERSHIP AND COMMITMENT

*Pat Schoneck* – Membership Director  
[pschoneck@juno.com](mailto:pschoneck@juno.com)



We had a successful Annual Meeting and I saw many people whom I had been working with during the past year. Your attendance and participation are greatly appreciated. This is YOUR organization and only you can support it and help us grow.

The Board of Directors cannot physically reach all the areas in the state where there are potential members but you live among people who benefit from what AAMHO does yet do not know enough about us and our achievements to motivate them to join. Visiting the AAMHO Web site at [www.aamho.org](http://www.aamho.org) and looking under History and Achievements will give you some idea of what AAMHO has done over the years to protect your manufactured home lifestyle.

I am pleased that the people who attended the Annual Meeting were also concerned about our declining membership. Calls are coming in requesting a list of their members so they can work on increasing membership in their parks. Several LTA classes have been scheduled. I have received requests to speak at several parks but we need to visit more parks and get the word out.

Membership and commitment are vitally important to AAMHO. Each and every one of us must get out and let people know what the organization does and how we work with Park Owners and Legislators to keep the Landlord Tenant Act current for you. Low membership at this time says that residents do not care, they are complacent with the way things are and think they will just continue the same way. Recently our Legislative Director Kody Newland, President Eileen Green and Vice President Don Bremer have been attending all of the Legislative Sessions that involve the Landlord Tenant Act and it is rather embarrassing to tell legislators that only 1% of the people living in Manufactured Homes on rented or leased lots are members. We urge you to work with the residents in your park.

I am asking that someone in every park contact me or the office and get a current listing of members in your park. Then work on renewals and new members. If you want someone to visit your park please contact Pat Schoneck 520-404-4539 or email [pschoneck@juno.com](mailto:pschoneck@juno.com). One of us will come to your park to speak, send you lists, membership applications, information sheets or whatever you need to get started. Also get the word out to people you meet from other parks. They may not have any members, but if they would like me to come and speak they can invite me and I will attend.

We are reaching out to every Manufactured Home, Park Model and RV Owner we can call on. Also remember with the latest bills passed with Legislature we have a lot more to offer Park Model Owners. Let us come and explain this to you.

My primary goal for the coming year will be to find a District Director or Associate Director for the areas where we have no local representation. You can all help me by identifying possible candidates and letting me know who they are by calling the AAMHO office at 480-966-9566 and leaving a message.

Increasing our membership is critical to the survival of AAMHO and it is very doable if everyone will help by talking to neighbors and friends about the benefits of AAMHO membership.



Members: Please add AAMHO to your contact list so we don’t get sent to your junk/spam file. Similarly, if you have an email screening function enabled on your computer limiting the emails you receive (like [www.Boxbe.com](http://www.Boxbe.com)), we need to have you allow emails from AAMHO to come through – to complete the information communication circuit.

## EDUCATION CLASSES

Jerry Shumate – Education Director  
[education@aamho.org](mailto:education@aamho.org)

This was a great year for our Managers Certification Class as we partnered with Southwest Fair Housing Council. Now the managers will receive their Manager's Certificate and one from Fair Housing. We had six trainings in Tempe, one in Tucson and one in Yuma— all were well attended and received. Most of the managers stated they will return in two years to renew. We had a class in January and we presented a class on March 9<sup>th</sup> in Tempe to one of our largest classes with 18 managers.

It is the time of the year for scheduling an Officer Training class. We have new officers and no request for training.

We had several LTA classes and reached some of our members this past year. But we must get this out to all of our members and non-members so they know the laws and will support us. We are now looking for volunteers to become presenters of the LTA (training will be provided).

We cannot forget the needs of our members. Education provides them with knowledge of the laws and our organization. The better they are informed, the brighter the future is for all of us. Please contact us for any training required.

The more we all know, the stronger we are.

## WHO IS RESPONSIBLE FOR UTILITY HOOKUPS?

Don Bremer – Vice President  
[vicepresident@aamho.org](mailto:vicepresident@aamho.org)

Landlords are required to maintain and furnish outlets for electric, water, and sewer services (A.R.S. §33-1434), while tenants are required to maintain their premises (A.R.S. §33-1451). So who maintains the utility lines? The answer can be found under a different statute entirely (A.R.S. §41-4006) which states that the owner of a mobile home is responsible for the maintenance of utility connections from the outlet to the home unless those lines are more than 25 feet long and not located on the space that the home owner has rented.

*Facts!* There are 350,000 mobile-manufactured homes located in parks in Arizona. Less than 1% are AAMHO members. Strength is in numbers. Tell your friends and neighbors that AAMHO helps protect their lifestyle. Without more members this could change

## PROTECT YOUR VOICE – MAKE AAMHO YOUR CHOICE

Carol Judd – District 4 Director  
[d4director@aamho.org](mailto:d4director@aamho.org)

### JOIN AAMHO Now!

- Membership in AAMHO says that you **own** your home, but you **rent** the space on which you live from someone else.
- Membership in AAMHO says that you are concerned that your ownership rights are honored for as long as you own that home.
- Membership in AAMHO ensures that someone will watch that the protective provisions of the Landlord & Tenant Act\* (LTA) will be maintained in Arizona's Statutes to our benefit and safety.
- Your Membership is like insurance, and provides that our concerns are heard by lawmakers, park owners and other groups who can influence our lifestyle.

**YOU CAN HELP PROTECT YOUR FUTURE FOR ONLY \$40 PER YEAR**

AAMHO promotes the educational benefits of the LTA holding classes around the state. Managers/ Owners are required to attend classes to become certified and knowledgeable in these laws, and their rights and responsibilities.

*Shouldn't you be just as knowledgeable?  
You've made an investment too.*

The LTA applies to all of us – we as resident tenants, and the park owners. We all share a stake in our future!

**IF YOU DON'T ACT TO PROTECT YOUR RIGHTS – SOMEONE ELSE MAY ACT TO TAKE THEM AWAY.**

\*ARS §33-1404 thru §33-1501 (Chapter 11) *Arizona Mobile Home Parks Residential Landlord and Tenant Act* was enacted into the Arizona Revised Statutes in 1987.



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](http://www.gofundme.com/HelpAAMHO)

## WHAT IS AAMHO

Lee Terry – Secretary  
[secretary@aamho.org](mailto:secretary@aamho.org)

**AAMHO** is the Arizona Association of Manufactured Home, RV and Park Model Owners.

We often use the acronym of **AAMHO** but many people do not know what it stands for, or indeed, the purpose and mission of AAMHO.

**AAMHO** is the only organization in Arizona dedicated to protecting and improving the life styles of manufactured home owners.

**AAMHO** is composed of a dedicated group of volunteer directors and officers elected from among your communities who freely devote their time and effort to providing programs and information to better educate you about your rights and responsibilities under the law.

**AAMHO** is the author through its legislative efforts of many bills which now provide legal protection and redress for you. Go to the AAMHO website at [www.aamho.org](http://www.aamho.org) and look under History to see what AAMHO has done for you. While there, review other articles and items of interest and see why you should become an AAMHO member.

**AAMHO** employs a highly qualified lobbyist to monitor adverse legislation affecting us, and introduce legislation favorable to our cause.

**AAMHO** works with the Arizona State Legislature to maintain and revise the *Arizona Mobile Home Parks Landlord and Tenant Act*, and the *Arizona Recreational Vehicle Long-Term Rental Space Act*, laws which explain and protect your rights.

**AAMHO** provides educational classes teaching about the law (LTA101) and will come to your park if invited to hold these classes.

**AAMHO** holds Manager Certification Classes so park managers can comply with the law requiring continuing education.

**AAMHO** was instrumental in amending the law increasing funding for relocation, getting park models covered for reimbursement, and increasing the distance qualifying to receive this funding.

**AAMHO** does all this supported only by the dues received from members and donations to our special funds.

**AAMHO** needs your support and the enthusiastic efforts of every member to spread the word about what we do.

**Talk** about AAMHO to newcomers in your park, neighbors, and friends. **Tell** them how AAMHO helps them even when they are unaware of it. **Give** them AAMHO material and a membership application. **Encourage** them to join us.

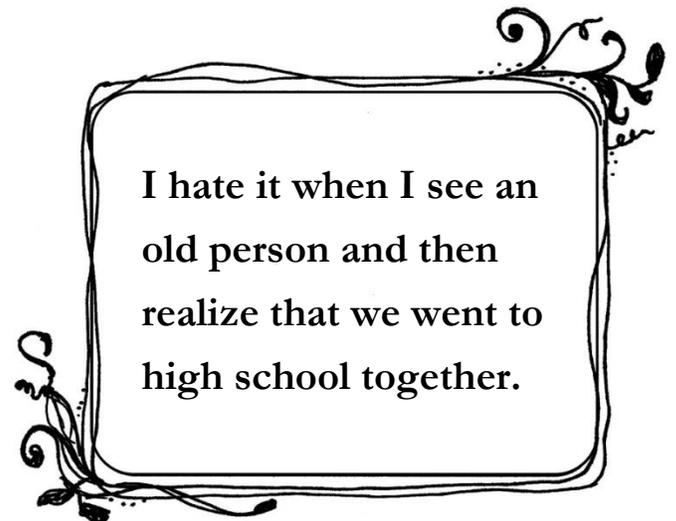
**AAMHO** needs your help. Volunteer to assist us by sharing your talents and expertise. Many opportunities exist where you can support AAMHO's goals by giving some of your time and talent to this, **YOUR** organization. No matter how dedicated, a small group of board members cannot do it all. You can help at your local level, or by participating with us on statewide projects. If you are interested in finding out how you can support AAMHO please contact Lee Terry, at [secretary@aamho.org](mailto:secretary@aamho.org), or call her at 928-350-8498 and tell us a little of your background. We will let you know how you can help.

## QUALIFICATIONS NEEDED BY LTA CLASS PRESENTERS

Lee Terry – Secretary  
[secretary@aamho.org](mailto:secretary@aamho.org)

- Be comfortable in front of groups and have had experience in public speaking or the ability to be trained.
- Be very familiar with the LTA and RV acts, and the basics of Fair Housing laws.
- Be computer literate to present PowerPoint presentations and work computer and screen.
- Be able to travel to various parks as requested.

If you are interested in becoming a presenter of the LTA 101 program please contact Connie at the AAMHO office, 480-966-9566 and let her know you are interested in attending a "Train the Trainer" class.



# 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
<b>Premium Per Year</b>	<b>\$281</b>	<b>\$317</b>	<b>\$351</b>	<b>\$432</b>

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

### **Program Highlights:** (not available on every policy)

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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

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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.**

# WHAT DOES IT TAKE TO BE A PARK MANAGER?

Presented at the 31<sup>st</sup> Annual Meeting, February 24, 2018

*Tanya Koch* – Manager, Swan Lake Estates, Tucson

Many have the misconception that all this person does is sit in their office and collect rents. As **Property Managers**, these individuals need to be most of the following . . .

- ✓ Billing specialist – prepares statements
- ✓ Rent collector – records payments
- ✓ Rule enforcer – be fair and equal to all residents
- ✓ Social director/Events coordinator – works with park organizations
- ✓ Face/voice of the community – first impression with a prospective resident
- ✓ Graphic artist – creates eye-catching signage
- ✓ Fair housing enforcer – knows the latest laws and enforces them
- ✓ Phone operator – *remember those first impressions*
- ✓ Administer legal contracts – make sure lease agreements, etc. are according to the laws
- ✓ Promote sense of community – know the residents and participate in park activities
- ✓ Complete state reports – there are monthly, quarterly, and annual reports required
- ✓ Legal compliance officer – assist residents to accept regulations
- ✓ Payroll specialist – maintain employment records
- ✓ Accountability coach – remind residents when it's their responsibility
- ✓ Website designer – for many, this is how they first learn about the park
- ✓ Human resource officer – manage, hire, fire employees
- ✓ Police constable – enforce eviction and other official notifications
- ✓ Landscape/grounds specialist – directs maintenance people
- ✓ News editor – prepares and releases information from the office
- ✓ Real estate salesperson – works with broker to sell homes owned by the park
- ✓ Resident arbitrator – listens to concerns and mediates for both parties
- ✓ Interior designer/decorator – makes sure everything looks inviting and comfortable
- ✓ Animal control officer – works with residents when their pets are disturbing others
- ✓ Purchasing agent – looks for the best price and purchases items needed for the park
- ✓ Construction manager – approves requests by residents to do work around their home
- ✓ Social services advisor – promotes aging in place
- ✓ Professional hand holder – listen and console residents who come into the office daily with their “concerns”

But remember... there is also the **Owner**, usually unseen seldom noticed and rarely recognized. Managers must represent the owner's best interests in the form of ...

- Being the eyes, ears, and legs of the community
- Communication of current issues on the front line
- Providing monthly / quarterly / yearly reports
- Screening for prospective residents
- Financial accounting, collections & banking
- Generate legal contracts and enforce them
- Eviction services
- Secure property *and profitability!* – this is a business
- Report to state agencies and do industry surveys
- Asset protection
- Culpability – it's the manager's neck on the line

A manager's job is representing the community on the *whole*. Not special interests, not personal favorites, certainly not the loudest nor the meek, but *all* residents.

Arizona Association of Manufactured Home,  
RV & Park Model Owners



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## CO-OPERATION NOT CONFRONTATION

We are considering distributing the *AAMHO Connection* to members online as a cost saving measure and for quicker availability. Hard copies will be mailed to those for whom we have no email address. If you would like to continue receiving the *AAMHO Connection* by mail, please complete and return this form to us at: AAMHO, 2334 S. McClintock Drive, Tempe, AZ 85282-2674.

Yes, please continue to send me printed copies of the *AAMHO Connection* newsletter.

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

### MEETINGS AND CLASSES SCHEDULED IN APRIL & MAY

Thursday, April	12	9:00	Board of Directors Meeting	AAMHO Office, Tempe
Friday, April	20	10:00	LTA 101 Education Class	Casa Del Campo, Chandler
Tuesday, May	8	10:00	LTA 101 Education Class	Palmas Del Sol East, Apache Junction
Thursday, May	10	9:00	Board of Directors Meeting	AAMHO Office, Tempe
Friday, May	11	9:00	Manager Certification Class	AAMHO Office, Tempe

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](http://www.aamho.org)