

# AAMHO CONNECTION



AAMHO Website: [www.AAMHO.org](http://www.AAMHO.org) | Email: [info@aamho.org](mailto:info@aamho.org) | Editor: [carl.cross@asu.edu](mailto:carl.cross@asu.edu)



**OUR 32<sup>ND</sup>**

## **ONE MEMBERSHIP, ONE VOTE**

**Saturday, February 23, 2019**

**9 am – 12 pm**

**American Legion Post #35**

**Patio/Garden Entrance**

**2240 W. Chandler Blvd.**

**Chandler, AZ**

### **Meet our Invited Guests:**

AAMHO Lobbyist: Dana Paschke

AZ Dept of Housing: Debra Blake, Tara Brunetti, and Esperanza Padilla

Pima County Community Development: Martha Martin

Manufactured Housing Communities of Arizona: Susan Brenton

Southwest Fair Housing Council: Cheri Horbacz

Swan Lake Estates: John Esquivel, Park Owner

Swan Lake Estates: Jim and Tanya Koch, Park Managers

Tonto Management: Geff Gunsalus, Park Owner

### **Meet our AAMHO and AEMPRO Board of Directors**

Our affiliate AEMPRO (Association for the Education of Manufactured, Park Model & RV Home Owners.)

Pre-registration is \$10 per person and \$15 at the door. Sign-in begins at 8 am with complimentary early morning pastries, fruit trays, coffee, tea and water.

A pre-registration form is included in this newsletter. Please fill out the form and mail it along with your check or credit card information. A person may sign-up at the door to become a member and be eligible to attend this Annual Meeting of Members. Talk to your friends, neighbors in other parks and invite them to join us.

The short business meeting with election of officers will begin at 9 am. There are four (4) positions up for election: Vice President, Secretary, Education Director, and Park Model Director.

**Hotel accommodations** for the annual meeting have been made with **Drury Hotel**, 1205 S. Price Road, Chandler, AZ 85286. Call 480-899-8100 and ask for the front desk. Make the reservation under "AAMHO hold" to get the special room rate.



## SELLING OR BUYING: INSPECTIONS MATTER

Sandra McNary – Secretary  
[secretary@aamho.org](mailto:secretary@aamho.org)

Many questions have been raised recently in regard to new owners discovering that all is not well with the manufactured home they fell in love with and purchased. Knowing what to look for and how to find those things BEFORE one buys can save much gut wrenching anxiety. Keep in mind for yourself and for friends considering a purchase, an **inspection** is vital to your peace of mind and checkbook. Purchasing a manufactured home is much like purchasing a used car, AS IS, can be a kicker. Be sure you have your prospective home carefully inspected before you purchase. Why a professional inspector?

First of all, qualified inspectors have the knowledge and the tools to offer you information that you would most likely not discover on your own. Like the purchase of any home, stick built or manufactured, an inspection covers roof to ground and includes roofs, plumbing, wiring, heating/cooling and flooring. According to the InterNACHI forum (*International Association of Certified Home Inspectors*) a manufactured home inspector offered a list of the twelve most important things checked for in a manufactured home inspection:

- Marriage line inside the home for alignment with the other half.
- Pier spacing, condition, over extended jack heads, and wood pads with large cracks.
- Utilities are supported and not resting on the ground.
- Moisture barrier is properly installed; without any tears or sections missing.
- Soft spots on particle board flooring throughout the home.
- Squeaking floors caused by loose sub flooring, loose pier, or loose lag at a joist from connection.
- Water heater and furnace area flooring as they get damaged easily.
- Sagging ceiling panels caused by broken 1"x2" or 2"x2" rafters

- Healthy outriggers with no visible sagging.
- Toilets with bad wax rings, loose flanges, or a wobble
- Roof structure that may be sagging.
- Damaged or missing molding throughout home.

Obviously, finding a licensed inspector is essential. The InterNACHI web site offers a list of certified inspectors for the state of Arizona. Two acronyms to make note of are: **ASHI**, the American Society of Home Inspectors, that claims to be the nation's leading non-profit professional association for independent home inspectors. Also, **InterNACHI** is the world's largest association of professional home and commercial property inspectors. When considering an inspector, be sure to check the inspector's respect for and knowledge of manufactured homes. Though manufactured homes are growing rapidly, there still exist those persons who thumb their noses at MH. You certainly do not want one of those for your inspection.

Homeadvisor.com estimates a home inspection to cost in the range of \$267-\$371.

Just from this brief summary, you can see how vital a home inspection is PRIOR to purchase. Which means, it is also vital for persons wishing to SELL their manufactured home. Hiring an inspector before you put your home on the market will help you find issues and offer you the opportunity to correct problems before showing your home. Doing so may be instrumental in selling your home faster and even at a higher price.

An informed shopper and seller tends to be a happier consumer!

Web sites that assisted in this article and may be beneficial to you include:

[InterNACHIforum.com](http://InterNACHIforum.com)

[ASHI.com](http://ASHI.com)

[Homeadvisor.com](http://Homeadvisor.com)

[McGarryandmadsen.com](http://McGarryandmadsen.com) (home inspection blog)



## AAMHO WORKS FOR YOU

Sandra McNary – Secretary  
Pat Sunia – District 1 Director  
[d1director@aamho.org](mailto:d1director@aamho.org)

Recently we have encountered members who have expressed questions as to just WHAT AAMHO does for them. Working diligently under the radar may very well leave persons wondering about the degree of assistance we as an association offer. Perhaps we can help clarify the many aspects of AAMHO that



are not always visible to the general membership.

Our greatest commitment is to empower members and manufactured home community residents. Our office manager, Connie Hancock, receives several requests for assistance on a daily basis. Questions are often in regard to in-house caretakers, comfort pets, water/gas issues, manager and landlord policies/ regulations and many other existing or potential sources of conflict. Connie summarizes these concerns or forwards emails to AAMHO Board members. A Board member then responds directly to the person who has made the inquiry.

Resources are shared with contact information to agencies such as Arizona Fair Housing. Likewise, specific laws from the Landlord Tenant Act may be quoted and/or explained. Upon occasion, a Board member may even set up a meeting with a manager to seek resolution through “Cooperation not Confrontation.” AAMHO cannot go to court with or for a resident. However, we work very intentionally to offer information that empowers the resident to be able to approach a manager, or to know whom to contact for further support.

AAMHO is at work with managers monthly by offering Manager Certification classes in conjunction with Arizona Fair Housing. This Certification is required by Arizona law. A copy of the Certification

is required to be displayed openly for all residents to see and must be renewed every two years.

In addition to Manager Certification, AAMHO volunteers regularly conduct LTA 101 (Landlord Tenant Act) classes in MH communities at the request of residents. Through clarification of those items which are most often conflict issues, residents become empowered to speak and act on their own behalf.

AAMHO IS at work for you. If you find yourself without the need for conflict resolution, you are living in a marvelous community where the landlord and the manager know the law and seek to follow it. Hopefully for comfortable living arrangement does not leave you questioning your membership. There are many manufactured communities still struggling with many matters. All our memberships combined make it possible for all residents to enjoy their manufactured community homes. We are doing our best to make that goal a reality.

## THINGS I’VE LEARNED SINCE BEING AN AAMHO DIRECTOR

Pat Sunia – District 1 Director  
[d1director@aamho.org](mailto:d1director@aamho.org)

I have learned to be pleasant when addressing a member who has contacted AAMHO with a park problem.

I have learned more about the LTA and how to find help for their situation

I have learned that each city and county has a Code Enforcement Dept. that can help with some issues such as safety factor, lot lines, etc. If someone contacts this department and they cannot help them, they will direct them to an agency that can help.

I have learned that the Arizona Department of Housing can also be helpful in some cases.

I have learned that it feels good to me to be able to assist a park resident that is having a problem with management.

I have learned that I can make a difference as an AAMHO Director when I can help someone.

I have learned that I am glad to be a member of the AAMHO organization who is the watchdog regarding issues affecting persons living in manufactured homes, park models and RV’s.



## CONFLICT RESOLUTION

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

Three years ago, the AAMHO Board of Directors, agreed to use and publicize the expression: **“Co-Operation not Confrontation”**.

We use the concept of **conflict resolution** to assist residents to meet with management **as an alternative to litigation**.

We have been successful in so many parks. Our success is based on educating residents and park managers by seeking to arrive at a mutual understanding of a solution.

The bedrock of securing a mutual understanding is our knowledge of the Landlord/Tenant Act, the law for mobile home parks that addresses the Rights and Responsibilities of both residents and management.

Our experience has demonstrated that frequently residents and/or managers are not aware of the provisions of the Landlord/Tenant Act, which is where the “educating” is invaluable.

Just as frequently, the dispute is an issue not addressed by the Landlord/Tenant Act. Once that is known too, and acknowledged by both parties, the parties will hopefully agree with an equitable solution.



As in the diagram, a win-win solution is the result. A fringe benefit of this method of conflict resolution is often an enhanced understanding and respect that flows both ways!

## MEMBERSHIP IS KEY

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

The year has passed very quickly and I am proud of the changes we have made in AAMHO. Through many contacts to parks, residents and meeting managers, I have seen membership rising and many more parks partaking in the LTA Classes. More managers are taking our Managers Certification Classes, which again makes it easier to work together.

Membership is the key to our success. First of all, numbers count when we are working with the park owners and legislators. Secondly it is important to have representation in every park, who will encourage other residents to learn the Landlord Tenant Act and know the Rules and Regulations in their own parks. Knowledge helps solve problems. There are many agencies we can refer you to that will support you in critical issues. But the best results come when you can politely work with management to solve your issues.

Education is so important and it is one of the things we are bringing to you with each and every AAMHO Connection. In each issue we have discussed problems that arise with in your community and clearly explain how to go about solving them. As a member you will receive the Connection every other month and we recommend you put them in a binder. Then when you have problems, you have the information to walk you through it.

We are in need of officers. It takes a lot of help if we are going to attend every park in the state. That is something that I would like to see done and meet with people to see how their parks are run. If you have talent in accounting, legislation, education, working with people, common sense in solving issues or just plain like to help and work with people, please give me a call. I would be happy to meet with you, invite you to a board meeting or to come see the office and see how things work. YOU are the foundation of AAMHO and need to step up and help this organization grow.

As Membership Director I am still offering to come to any of your parks to speak. Remember, I must be invited to come. LET'S WORK TOGETHER.

Contact: [pschoneck@juno.com](mailto:pschoneck@juno.com)  
 520-404-4539

**RESERVATIONS FOR THE 32<sup>nd</sup> ANNUAL MEETING OF MEMBERS**

**Saturday, February 23, 2019**

Please list your name, space, and phone number. **Return this form no later than February 15, 2019,** with a check payable to **AAMHO**, 2334 S. McClintock Drive, Tempe, AZ 85282, **OR** credit card information:

Full name on credit card \_\_\_\_\_

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_ CSC \_\_\_\_\_

The registration fee is \$10.00 if you Pre-Register; \$15.00 per person at the door. Sign in begins at 8:00 a.m. and the meeting will begin at 9:00 a.m. Early morning pastry, fruit tray, coffee and tea will be available. If you have any questions, please call the AAMHO office at 480-966-9566 or 1-800-221-6955.

**Meeting location: American Legion Post #35  
Patio/Garden Entrance  
2240 W. Chandler Blvd.  
Chandler, AZ 85224**

**PLEASE PRINT LEGIBLY**

**NAME OF PARK:** \_\_\_\_\_

List names of those registering to attend:

Name: \_\_\_\_\_ Space # \_\_\_\_\_ Phone: \_\_\_\_\_

**REMINDER.....**

**Each household membership will have one vote.**

**A person may sign-up at the door to become a member and be eligible to attend this Annual Meeting of Members.**

**DO NOT WRITE BELOW THIS LINE.**

**FOR AAMHO OFFICE USE ONLY.**

**Received Stamp**

**Entered Stamp**

**Check/Cash Receipt #(s)**

**District #**

\_\_\_\_\_  
\_\_\_\_\_

# COMPARE AND SAVE!

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

## COVERAGES

<b>Manufactured Home</b>	<b>\$40,000</b>	<b>\$50,000</b>	<b>\$60,000</b>	<b>\$80,000</b>
<b>Adjacent Structures</b>	<b>4,000</b>	<b>5,000</b>	<b>6,000</b>	<b>8,000</b>
<b>Personal Contents</b>	<b>20,000</b>	<b>25,000</b>	<b>30,000</b>	<b>40,000</b>
<b>Additional Living Expenses</b>	<b>8,000</b>	<b>10,000</b>	<b>12,000</b>	<b>16,000</b>
<b>Personal Liability</b>	<b>100,000</b>	<b>100,000</b>	<b>100,000</b>	<b>100,000</b>
<b>Medical Payments</b>	<b>1,000</b>	<b>1,000</b>	<b>1,000</b>	<b>1,000</b>
<b>Flood</b>	<b>Included</b>	<b>Included</b>	<b>Included</b>	<b>Included</b>
<b>Premium Per Year</b>	<b>\$296</b>	<b>\$332</b>	<b>\$366</b>	<b>\$447</b>

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

## 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](http://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 and home use.

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



## AEMPRO STATUS

Rich Zettlemyer – President  
[president@aempro.org](mailto:president@aempro.org)

AEMPRO was notified in November 2018 that the Internal Revenue Service (IRS) received our application for 501(c)3 status and the application is now going through IRS procedures for qualification. Due to the large number of applications received by the IRS, this process can take a minimum of 90 days before we will have any response regarding our application. Should the IRS have questions about the application, I will be contacted at some point in the process. Thus, we hope to hear from the IRS sometime in February 2019. Until then, the AEMPRO Board will continue getting our act together so that we can be ready to move forward when our application for 501(c)3 status is approved. I look forward to seeing AAMHO members at the Annual Meeting in February.

## SEARCHING PETITION DECISIONS

Arizona Office of Administrative Hearings  
<https://www.azoah.com/>

AAMHO believes in “Transparency”. Reading case transcripts might illuminate AAMHO’s decision that education and legislation outweigh litigation.

GO TO WEBSITE: Arizona Office of Administrative Hearings.

At the Home Page:

- Scroll down left side to locate...
- Click on SEARCH ADMINISTRATIVE LAW JUDGE DECISIONS

Second Page:

- Searching Administrative Law Judge Decisions (Link Below)
- Click on DECISION SEARCH

Third Page:

- AzOAH Decision Search
- Scroll down to: AGENCY
- Select ARIZONA STATE DEPARTMENT OF HOUSING – LTA from the pull-down menu
- Date range: From: 01/01/16 To: 12/28/18
- Click on SEARCH

Fourth Page:

- AzOAH Decision Search
- “Your search returned 9 results.” (in blue)
- Click Matter ID number (in blue) to review each case.



## SAVE THIS DATE



**Announcing  
2020 Annual Meeting of  
Members  
Where: Tucson, AZ**

**Date: February 29, 2020**  
Pima County Housing Center  
801 W. Congress Street  
Tucson, AZ 85745

Your chance to visit:

- Kartchner Caverns State Park
- Tombstone, Arizona
- Pima Air & Space Museum
- and much more...



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

## 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: \_\_\_\_\_

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

### MEETINGS AND CLASSES SCHEDULED IN FEBRUARY & MARCH

Saturday, February	9	10:00	District 1 Meeting	Mesa Village, Mesa
Thursday, February	14	9:00	Board of Directors Meeting	AAMHO Office, Tempe
Friday, February	15	9:00	Manager Certification Class	AAMHO Office, Tempe
Saturday, February	23	9:00	32 <sup>nd</sup> Annual Meeting	American Legion, Chandler
Thursday, March	14	9:00	Board of Directors Meeting	AAMHO Office, Tempe
Friday, March	15	9:00	Manager Certification Class	AAMHO Office, Tempe

We are very pleased to have Andres A. Portela 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)