

# 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)

## REPORT ON 2019 ANNUAL MEMBERS MEETING

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

After a torrential rainfall in the Phoenix area and snow in Tucson, the sun came out and members and guests gathered at American Legion Post #35 in Chandler. Colorful primrose plants seated in a variety of vases and mugs provided extra cheer and the donuts, fruit and coffee provided a welcome perk.

When President Eileen Green called the meeting to order, members and guests were comfortably seated and enjoying conversations with one another. Following the Pledge of Allegiance, all enjoyed the singing of the National Anthem by Carl Cross (Shadow Mountain Village, Scottsdale) and *Reflections* quartet members.

### Business items addressed:

- Acceptance of the printed Rules of Order
- Acceptance of the printed Revised By-Laws
- Elections of Vice-President, Kody Newland; Secretary, Sandra McNary; Park Model Director, Lucy Pickering

### AAMHO reports:

- Membership Director **Pat Schoneck** shared the good news of 577 new members in 2018 with a reminder that while we are 4,000 members strong, we actually represent *all* 350,000 manufactured home residents in Arizona. New members will make us stronger.
- **Janice Burnett**, new member of the AAMHO Board as Legislative Director, is a retired legislative lobbyist of 41 years and will be working with our lobbyist, Dana Paschke. Janice addressed current bills before the Arizona Legislature. Through the efforts of AAMHO in conjunction with other agencies such as AARP, MHCA was pressured to withdraw abandonment language which could have been detrimental to 55+ residents. All legislation is being carefully analyzed.

### Guest speakers included:

- **Mark Kear**, University of Arizona Professor, explained his research project in coordination with Habitat for Humanity. The project is looking at the gap between the *potential* of Manufactured Home living and what actually exists. He is seeking manufactured community residents within Pima County to assist in the research.
- **Cheri Horbacz**, Director of Education/ Outreach for Southwest Fair Housing, covered basics of disabilities covered by federal law, housing requirements regarding service and companion animals, and care giver guidelines. For individual questions, persons may contact her at [cheri@swfhc.com](mailto:cheri@swfhc.com), with the understanding that *no third-party complaints* will be addressed.
- **Tanya Koch**, Community Manager at Swan Lake, directed her comments to understanding the power of *harmony* and *grace*. Harmony defined as a group of voices blending into a pleasing sound can also apply to the many voices within manufactured home communities. Because there are often voices making more noise than others, *grace* enters the picture to allow assessing individual situations. She commended AAMHO for offering both harmony and grace through education and encouraging polite conversation to lead to resolution.
- **Rich Zettlemoyer**, President of AEMPRO, explained the difference between AAHMO as a non-tax deductible 501(c)4 association and the formation of AEMPRO (Arizona Education of Manufactured Home, Park Model, and RV Owners). Application was made in October to the IRS to become sanctioned as a 501(c)3 association which would offer tax deductions to individuals and corporations for donations and would allow applying for and receiving grants. The education arm of AAMHO would be moved to AEMPRO to offer relief of the expenses involved in LTA and Manager Certification

(continued on page 2)

classes. The recent government shut down and the hectic tax filing season is delaying the application, but hopefully it will be resolved by May.

Among the business, the updates, the celebration of new Board members, there was also much serious discussion, and moments of laughter. Two frequently asked questions by residents were addressed.

- 1) Administrative utility charges on our monthly billings is an on-going question. A simple answer as to “why” is “because they can.” Landlords can tack on that charge. Most utilities do charge ‘rental fees’ on our gas and electric meters. They also charge for the reading of those meters. Those costs are passed on to the residents.
- 2) Feral cats and even resident feline pets led to the question, “What can be done?” An article addressing that question can be found in this copy of the *AAMHO Connection* newsletter.

The meeting concluded with the \$127 raffle pot being divided to the pleasure of 3 winners. Also, the primrose plants were given to attendees – the person receiving the plant tucked into a “Cat Lady” mug could hardly wait to pass the mug on to a neighbor.

We will gather as members again next year on February 29, 2020 at the Pima County Housing Center, 801 W. Congress Street, Tucson.

## THE BONES OF AN ORGANIZATION

The body of every organization is structured from four kinds of bones:

There are **WISH BONES**, who spend all their time wishing someone would do the work.

There are **JAW BONES** who do all the talking, little else.

The **KNUCKLEBONES** knock everything anyone else tires to do.

Fortunately, in every organization there are also the **BACKBONES**, who get under the load and do most of the work.

## MANUFACTURED HOMES EVOLVE BEYOND BAD RAP

Catherine Reagor – Arizona Republic (Nov. 25, 2018)  
[catherine.reagor@arizonarepublic.com](mailto:catherine.reagor@arizonarepublic.com)

Mobile homes and the parks where they reside often get a bad rap for being old and ramshackle. But manufactured housing has come a long way. You might drive by a new manufactured home with a garage, porch and pitched roof and not realize it’s a descendant of the trailer. And don’t forget, trendy tiny homes fit into this category as well. Most tiny homes are built on an assembly line.

“Manufactured homes have evolved so far and can be an important part of the answer to our affordable housing dilemma,” said real-estate analyst Mark Stapp, director of the Master of Real Estate development program at Arizona State University. “But there’s still a silly notion about the quality of the homes. How we can get past that is what we need to work on.”

A new manufactured home, including the lot, can cost about \$100,000 less than a house built on the lot, according to industry estimates. “The most efficient way to build a home is in a factory,” said Kevin Clayton, CEO of the nation’s biggest manufactured house builder, Clayton Homes. “We don’t build cars outside.” Clayton said only about two 30-gallon containers of waste are hauled away after manufacturing a home.

The manufactured housing industry is looking for a better way for people to differentiate new modern factory-built homes from the trailers of the 1950s and ‘60s. New manufactured homes don’t look like the rectangular tin trailers from half a century ago, but the houses still get opposition from neighbors.

“There’s some public perception carryover to new manufactured housing,” said Alan Stephenson, planning and development director in Phoenix, which eased its guidelines on manufactured homes in 2010. “Some love it, and some not so much.”

Financing has also been a problem. But mortgage giants Fannie Mae and Freddie Mac said they will start backing loans for the homes if they have characteristics such as regular houses built on site. Clayton said that to meet those guidelines, homes should have garages, covered porches, drywall, wood cabinets, pitched roofs and high energy efficiency. Those features and new loans could make the houses easier to buy and resell.

# ARIZONA OFFICE OF ADMINISTRATIVE HEARINGS – MEDIATION SERVICE

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

When citizens interact with state agencies, disputes can arise. Resolution of the disputes often generates administrative litigation.



Litigation, however, is not the only method of resolving administrative disputes. In the words of bestselling author Max Lucado —

**“Conflict is inevitable, but combat is optional.”**

One form of alternative dispute resolution is mediation. Arizona offers mediation assistance to litigants.

What is mediation? It is a proven methodology of assisting parties in a dispute to come to a mutually agreeable resolution without going to hearing, saving all involved time, money and anxiety. It is completely voluntary. During mediation, a trained mediator helps the parties understand their respective positions in the dispute. The mediator will not force settlement on anyone. If the parties do come to resolution, it will be a resolution that they arrive at.

Mediation is a great tool for preserving ongoing relationships that can otherwise be torn apart through acrimonious litigation (e.g., mobile home landlord/tenant relationships).

Mediation is completely confidential, and that confidentiality is guaranteed by statute. Nothing the mediator does or says in an unsuccessful mediation affects either party's chances in a future hearing.

If parties to a case wish to obtain mediation assistance, they should notify OAH as soon as practicable (usually no later than 10 days) after receiving the Notice of Hearing in their case.

Since mediation is completely voluntary, the parties must jointly agree to mediation before mediation assistance can be provided. Upon receiving a joint request for mediation, OAH will immediately assign a mediator to set up a mediation conference. Conferences will be held in person, typically at the OAH office in Phoenix. The mediator will arrange a mutually convenient time and date for the mediation.

*So, while conflict is inevitable, combat is not. Parties coming to the hearing process at OAH should keep in mind that the option of mediation is available. OAH stands ready to provide not only a forum for fair, impartial and independent hearings but also to assist parties to resolve their disputes without litigation.*

## FOR YOUR INFORMATION (FYI)

Don Bremer – Assoc. Director District 2  
[dfb1945@yahoo.com](mailto:dfb1945@yahoo.com)

### Move Over Law

This law covers all vehicles, not just first responders (any vehicle with its flashers on that has pulled over). Arizona's law first went into effect in 2005 and was amended in 2011 to include all vehicles. The National Highway Traffic Administration says over 70% of drivers don't know about the law, although forms of it are active in every state.

### Difference between 501(c)(4) and 501(c)(3)

AAMHO is a nonprofit 501(c)(4) organization which allows AAMHO to lobby for legislation that will improve the lifestyle of owners of Manufactured/ Mobile Homes, Park Models, and RV's. AAMHO's lobbyist also watches for legislation that might affect lifestyles that we would oppose. AEMPRO is a 501(c)(3) organization which is prohibited from influencing political campaigns, lobbying for legislation, or donating to any political candidates. However, charitable contributions of \$250 or more may be deducted from the donor's federal tax.

### Service animals

House Bill 2588 amended the Arizona Revised Statutes relating to service animals. ARS §11-



1024(K) became effective summer 2018. A person may not fraudulently misrepresent an animal as a service animal in

training to a person or entity that operates a public place. A court or duly appointed hearing officer may impose on the person misrepresenting the animal in violation of this subsection a civil penalty of not more than two hundred fifty dollars for each violation.

## FERAL CATS

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



We cannot keep up with the number of calls we get from the people complaining about the feral cats or the people feeding them.

Residents continue to feed colonies of homeless felines. Feral cats are a nuisance and they're a health issue to the community residents.

Feral cats bury their poop on resident's lots. It carries parasites and stays in the soil for a long time. Not just feral cats but domestic cats allowed to roam free.

THIS IS THE REASON why your park rules and regulations state that feeding feral cats (animals) is forbidden.

THIS IS THE REASON why your park rules and regulations state that your Animal (cat or dog) must be on a leash outdoors and that you must pick up their poop.

Resident's that feed feral cats do not seem to feel it is their responsibility to remove the poop.

ARS §33-1476(D)(4). Termination or nonrenewal of rental agreement by landlord; noncompliance with rental agreement by tenant

*If a tenant engages in repetitive conduct that is the subject of notices under this subsection, after two incidents of the same type documented by the landlord within a twelve month period OR after receipt by the landlord of two written complaints from other tenants about the repetitive conduction within a twelve month period, the landlord may deliver a written notice to the tenant specifying the repetitive conduct and the documentation and advising the tenant that on documentation of the next incident of the same type FINAL NOTICE will be given and the rental agreement or tenancy will be terminated thirty days after the date of the notice.*

We ask: Is feeding feral cats (animals) worth possibly losing your right to live in your community (park)?

## LEGISLATIVE UPDATE

Janice Burnett – Legislative Director  
[legislativedirector@aamho.org](mailto:legislativedirector@aamho.org)

We are approximately half-way through the "standard" 100-day Arizona State Legislative Session, though many expect this session to run longer than past years due to the narrow Republican majority in the House and the fact that the budget priorities of the Legislature and the Governor are not currently aligned. Protracted budget negotiation between the two branches are expected.

HB 2688, mobile homes, taxes, abandonment sales, was introduced by Rep. Thorpe on behalf of the Maricopa County Treasurer's Office. Of particular interest to AAMHO, the bill requires the Treasurer's Office and the Office of Manufactured Housing to transmit paperwork confirming back taxes are paid and the new home location noticed prior to disbursement of relocation fund dollars. The bill is ready for consideration by the full House of Representatives and AAMHO is currently opposed.

HB 2515, mobile home abandonment, was introduced by Rep. Biassuchi on behalf of MHCA. As introduced, the bill contained numerous pages of new statutory requirements outlining the abandonment process that would have had severe and negative implications on homeowners. AAMHO was successful in opposing the bill, and MHCA agreed to remove all abandonment language from the bill. All that remained was a piece related to building code citations that states a local government must cite the homeowner if the violation is on the home (verses the park as they do today). However, this scaled-down version was not heard in the House Rules Committee, so the bill is dead for the session.

## WEEDS ARE GROWING



NOW is the time to remove them from your rented lot. Regardless, if you remain here or leave for the Summer, avoid "Notices" from management by making arrangements, before you leave, to take care of your lot. Management can and will charge you for neglectfully letting weeds or even fallen fruit from the trees accumulate.



## MEMBERSHIP REPORT

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

This past year was very good to us with 577 new members joining AAMHO. During the month of February we signed up over 100. This has taken lots of trips to parks to speak to members, explaining what AAMHO does for everyone. Our work with the Legislature is so important to keep the laws we have in place and see that no add on is used that would be harmful to the laws we have. Our Lobbyist, Dana Paschke, read over 1,500 bills last year to see that nothing was proposed to take away your rights living in a manufactured home. We have a new Legislative Director, Janice Burnett, who is a retired lobbyist and knows many of the legislators and knows the terms of the bills. So, they are now working on upcoming bills and this summer they will go thru all of the laws and tweak things that need up dated.

Our Education classes have been very successful this winter and that has helped bring in all of the new members. Explaining the laws and working with everyone to understand them as well as inviting managers to come to the class and everyone understand the laws the same way.

We need a stronger membership to show the park owners and legislators that we are interested and strongly support the Landlord Tenant Act. Every person living in a manufactured home should be a member and show their support to keep these laws in place. I have been going to about 10 parks a month to bring you up to date on everything going on with AAMHO. We have been publishing newsletters that are very informative about the laws and things that frequently occur in manufactured home communities.

Please invite me to your park to explain what AAMHO is all about. I will be happy to attend any park in the State. No matter how many members you have or how many units are in the park. Contact me at (520) 404-4539 or [pschoneck@juno.com](mailto:pschoneck@juno.com).

## LTA 101 CLASSES AND PARK MEETINGS FOR 2019

**BOOK YOUR EVENT TODAY BY CONTACTING:**

AAMHO President:  
Eileen Green: 717-574-4137  
[president@aamho.org](mailto:president@aamho.org)

AAMHO Membership Director:  
Pat Schoneck: 520-404-4539  
[pschoneck@juno.com](mailto:pschoneck@juno.com)

## A NEW BOARD MEMBER'S PERSPECTIVE

Lucy Pickering – Park Model Director  
[pmdirector@aamho.org](mailto:pmdirector@aamho.org)

I joined the AAMHO Board of Directors in November 2018 as the Park Model Director and what an experience it has been.

After attending workshops on the Landlord Tenant Act, Park Managers Training, Fair Housing, board meetings and district meetings, it feels like I am learning a new language. I guess I am– I am learning to speak AAMHO.

I am in awe of the dedication of the AAMHO volunteers and the knowledge that each and every one of them possess. The hours they spend answering questions, attending meetings, facilitating workshops, researching answers, doing follow-up, driving from park to park throughout the state, producing a bimonthly newsletter and on and on, is all done by the volunteers at their own expense with no financial remuneration. This hard working, caring group is truly, if nothing short of, amazing.

So why do these dedicated volunteers give so much? Well, there is this huge need by the residents of mobile home parks in Arizona. Life is good as long as all is going well, but when questions need to be answered or assistance is required, who does one turn to? How does one even get started? The answer is AAMHO. Through their education, information, personal contact or web page, a direction and answers can be found.

I am continually learning in an area that is not all that familiar and I am extremely grateful for the patience and kindness the AAMHO Board of Directors and the Office Manager, Connie Hancock, has shown to me.



# 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**

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.**

## REFRIGERANT BEING PHASED OUT

Submitted by *Russ Gamble*

If you have an air conditioning system that was installed earlier than 2010, it likely uses R22 refrigerant, which is what causes the air conditioner to be cool and comfy. The U.S. Environmental Protection Agency began phasing out R22 refrigerant in recent years because it was compounding the depletion of the Earth's ozone layer. Launching in 2010, the production and import of R22 was prohibited and by 2020, R22 will essentially no longer be allowed.

R22 refrigerant is no longer manufactured in North America. You can obtain recycled R22 now for existing air conditioner systems that use this certain refrigerant. The cost of R22 is rising because of the decreasing supply and will no longer be accessible for use at all by 2020.

*SO, WHAT DOES ALL THIS MEAN?* If your air conditioner was manufactured after January 2010, the R22 refrigerant phase-out probably won't apply to you. However, if your air conditioner was manufactured before January 2010, you have a couple of options:

- 1) Invest in an upgraded, more environmentally-friendly system, which can use the approved A/C refrigerant R410A;
  - 2) Call a professional to replace the parts in your current A/C equipment to help make it compatible with approved air conditioner refrigerant – However, this is not recommended because it could nullify your warranty; or
  - 3) Continue to use recycled R22 until 2020.
- We highly recommend getting your air conditioner checked out to find out if you're are compliant, so you are not surprised in 2020.

### MEDIATION

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

Back a few years ago, AAMHO adopted a policy of Co-operation not Confrontation. So, we have worked very hard to accomplish this. Teaching the Landlord Tenant Act has shown many members exactly what the law says. We all know that the LTA is for everyone who lives in a manufactured home on rented land, and all park managers and park owners.

Basically, we are speaking at parks all over the state and doing some mediating between residents and managers/owners. For example: if we attended a conference/meeting and the speaker talked about one subject and were then asked to write down what

we had heard, and five people heard this speech, not one person would write down exactly the same version of it. This is often what happens when you have had an issue in your park. It can also happen that a manager took the Managers Certification class and did not hear it the way you interpret the law as you read it. So please go forth and speak politely and ask to sit down and resolve the situation.

When you take the LTA 101 Class, you receive a copy of the current LTA and are asked to highlight the things that most often happen in your parks. So, if you do have an issue, you can look it up and go discuss it with the manager. If you feel more comfortable taking someone with you, that is okay. Do not take a group of angry people as that solves nothing. If you are unable to work it out with the manager, then write a polite letter to the owners expressing why you are unhappy with the situation. Rage has never solved anything yet.

Mediation: is the attempt to help parties in a disagreement to hear one another, to minimize the harm that can come from disagreement, hostility or demonizing the other parties, to maximize an area of agreement and to find a way of preventing the areas of disagreement from interfering with the process of seeking a compromise or mutually agreed outcome.

## LET'S WORK ON RENEWALS

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



I have been attending meetings, coffee hours and LTA classes in communities all over the state. New memberships have been coming in steadily. However, renewal notices have been ignored. Reasons? Some overlook the notices, a few don't think we are doing anything for them and of course some are older residents leaving their parks. Our dues are \$35 a year or less than 10 cents a day. Please invite me to your park to explain what AAMHO does.

Contact Connie in the office at 480-966-9566, or Pat at 520-404-4539, and we will provide you with a list of the current paid up members in your park. Then you can talk with other residents to explain to them what AAMHO does to keep the laws that protect you. We will send you membership applications and everything you need to sign up new members and encourage members who have not renewed to do so. Strong membership is the foundation of our organization. So please give me a call or an email and I will come to your park.



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

## CO-OPERATION NOT CONFRONTATION

We are planning to distribute the *AAMHO Connection* newsletter via email to members who live in Canada during the summer months. Currently, the newsletter is not forwarded to Canadian addresses which means all our Canadian members do not receive it during this time. If you live in Canada during the summer, please complete and return this form providing us with your email address to: AAMHO, 2334 S. McClintock Drive, Tempe, AZ 85282-2674.

Name: \_\_\_\_\_ Membership Number: \_\_\_\_\_

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

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

### MEETINGS AND CLASSES SCHEDULED IN APRIL & MAY

Thursday, April	11	9:00	Board of Directors Meeting	AAMHO Office, Tempe
Friday, April	12	9:00	Manager Certification Class	AAMHO Office, Tempe
Thursday, May	9	9:00	Board of Directors Meeting	AAMHO Office, Tempe
Friday, May	10	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)