



STATE OF CALIFORNIA
BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY
DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
DIVISION OF CODES AND STANDARDS
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MOBILEHOME RESIDENCY LAW PROTECTION PROGRAM (MRLPP) PROGRAM INFORMATION

ATTACHMENT I

Reporting Period: July 2020 – June 2023

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I. OVERVIEW

Pursuant to Health and Safety Code (HSC) section 18805(c), the California Department of Housing and Community Development (HCD) shall report the following information to the task force (convened pursuant to HSC section 18400.3):

- The amount of registration fees collected pursuant to HSC section 18804 and the amount expended on the Mobilehome Residency Law Protection Program (MRLPP).
- The total number of complaint allegations received, the total number of complaint allegations processed, and the total number of complaint allegations referred to another enforcement agency or to a nonprofit legal services provider.
- The type of complaint allegations received.

NOTE: HCD shall not arbitrate, mediate, negotiate, or provide legal advice in connection with mobilehome park rent disputes, lease or rental agreements, or disputes arising from lease or rental agreements, but may provide information on these issues to the complaining party, management, or other responsible party (HSC section 18802(c)).

II. REVENUE AND EXPENDITURES

Total revenue collected: \$13,385,721.20

Total expenditures: \$4,899,126.63

NOTES:

- MRLPP began collecting revenue on/about January 1, 2019.
- Spending authority began July 1, 2019.
- The expenditure amount includes estimated expenses for fiscal year 2022/2023. Final expenditure amount may change.

III. PROGRAM ACTIVITY

- A. The total number of complaint allegations received, the total number of complaint allegations processed, and the total number of complaint allegations referred to another enforcement agency or to a nonprofit legal services provider (LSP).

Complaint Totals	Number of Allegations
Total complaint allegations received	4,643
Total complaint allegations processed	4,127
Total complaint allegations referred to another enforcement agency or to an LSP	1,007

- B. The type of complaint allegations received.

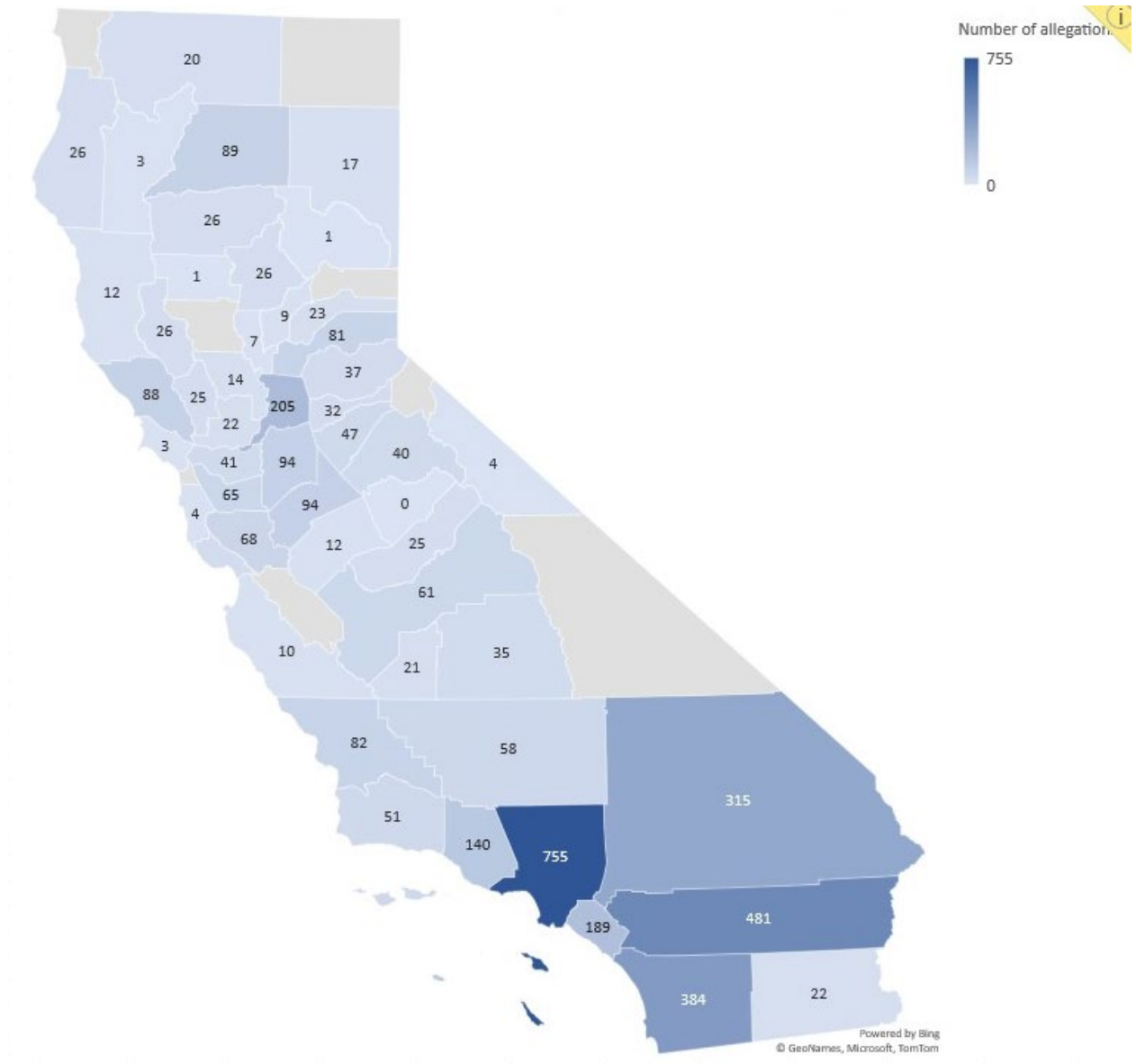
Mobilehome Residency Law (MRL) Section	Number of Allegations
ARTICLE 2 – RENTAL AGREEMENT	
798.15 In-Writing and Required Contents	554
798.16 Inclusion of Other Provisions	20
798.17 Rental Agreements Exempt from Rent Control	31
798.18 Length of Agreement; Comparable Monthly Terms	27
798.19 No Waiver of Chapter 2.5 Rights	7
798.19.5 Park Owner Right of First Refusal to Purchase Home	4
798.20 No Private Club Discrimination	6
798.21 Not Principal Residence – Rent Control Exempt	2
798.22 Recreational Vehicles in Parks – Designated Areas	2
ARTICLE 3 – RULES AND REGULATIONS	
798.23 Application to Park Owners and Employees	177
798.23.5 Subleasing	28
798.24 Posting of Common Area Facility Hours	45
798.25 Amendments to Rules and Regulations – Notice	252
798.25.5 Void and Unenforceable Rules or Regulations	93
798.26 Management Entry into Mobilehomes	81
798.27 Notice of Zoning or Use Permit and Duration of Lease	4

798.28 Disclosure of Park Owner's Name	43
798.28.5 Vehicle Removal from Park	44
798.29 Notice of Mobilehome Ombudsman	14
798.29.6 Installation of Accommodations for the Disabled	9
ARTICLE 3.5 – FEES AND CHARGES	
798.30 Notice of Rent Increase	175
798.31 Authorized Fees Charged	139
798.32 Fees Charged for Unlisted Services Without Notice	182
798.33 Pets	28
798.34 Guest and Live-In Care Providers	57
798.35 Members of Immediate Family – No Fees	16
798.36 Enforcement of Park Rules	42
798.37 Entry, Hookup, Landscaping and Maintenance Charges	20
798.37.5 Trees and Driveways	268
798.38 No Lien/Security Interest Except by Mutual Agreement	3
798.39 Security Deposits	9
798.39.5 Fines and Forfeitures Not Chargeable	1
ARTICLE 4 – UTILITIES	
798.40 Utility Service Billing; Rate Schedule	192
798.41 Utilities Separately Billed – Reduced from Rent	90
798.42 Notice of Utility Interruption	62
798.43 Disclosure of Common Area Utility Charges	68
798.43.1 California Alternate Rates for Energy Program (CARE)	47
ARTICLE 4.5 – RENT CONTROL	
798.45 New Construction Exempt	1
798.49 Government Fees and Assessments That Are Exempt	3
ARTICLE 5 – HOMEOWNER COMMUNICATIONS AND MEETINGS	
798.50 Legislative Intent	3
798.51 Right to Assemble, Meet, Canvass, Petition, Invite Speakers	29
798.52 Injunctive Action to Enforce Rights	6
ARTICLE 5.5 – HOMEOWNERS MEETINGS WITH MANAGEMENT	
798.53 Management Meetings with Residents	142
ARTICLE 6 – TERMINATION OF TENANCY	
798.55 Legislative Intent; Termination for Cause; 60-Day Notice	127

798.56 Seven Authorized Reasons for Termination of Tenancy	381
798.56a Notice Requirement of Legal Owner/Junior Lienholder	4
798.57 Statement of Reasons in Notice	15
798.58 No Termination to Make Space for Park Owner’s Buyer	3
798.59 60-Day Notice by Resident of Termination	2
798.61 Abandoned Mobilehomes – Procedures	10
ARTICLE 7 – TRANSFER OF MOBILEHOME OR MOBILEHOME PARK	
798.70 “For Sale” Signs	8
798.71 Management Showing or Listing – Prohibitions	33
798.72 No Transfer or Selling Fee	8
798.73 Removal of Mobilehome Upon Sale to Third Party	29
798.73.5 Home Upgrades on Resale	54
798.74 Management Approval of Buyer; Credit Rating Refund	95
798.74.4 Mobilehome Resale Disclosure to New Buyer	1
798.74.5 Rent Disclosure to Prospective Homeowners	10
798.75 Rental Agreement Required for Park Occupancy	55
798.75.5 Mobilehome Park Disclosure Form	2
798.76 Senior-Only Restrictions	12
798.77 No Waiver of Rights	1
798.78 Rights of Heir or Joint Tenant of Owner	36
798.79 Repossession of Mobilehome; Sale to Third Party	5
798.80 Sale of Park – Notice by Management	34
798.81 Listing or Sales – Prohibitions	15
798.83 Homeowner Repair of the Space	10
ARTICLE 8 – ACTIONS, PROCEEDINGS, AND PENALTIES	
798.84 Notice of Lawsuit for Failure to Maintain	51
798.85 Attorney’s Fees and Costs	2
798.86 Management Penalty for Willful Violation	4
798.87 Public Nuisances and Abatement	81
798.88 Injunction for Violation of Park Rules	4
ARTICLE 9 – SUBDIVISIONS, COOPERATIVES, CONDOMINIUMS AND RESIDENT-OWNED PARKS	
799.1 Rights Governed	1
799.10 Political Campaign Signs	1

Non-MRL Allegations	Number of Allegations
Referral to Adult Protective Services —allegations involving the health and safety of elders and dependent adults.	12
Referral to Animal Services —allegations involving animals.	11
Referral to California Public Utility Commission —allegations regarding disputes involving their regulated utility providers.	59
Referral to Community Action Partnership —for assistance regarding food/nutrition, health, home weatherizing, housing, rent assistance, senior services, and utility payment assistance.	1
Referral to Department of Fair Employment and Housing —allegations involving housing discrimination.	155
Referral to housing programs —for assistance regarding rental payments, utility payments, mobilehome rehabilitation, etc.	33
Referral to local law enforcement —allegations involving criminal activity.	90
Referral to Social Services/public assistance —for assistance regarding services, grant and vouchers for medical care, food, in-home care, emergency housing.	2
Referral to Veteran Services —some veterans may be eligible for mobilehome loans or grants to adapt a home for service-related disabilities and other services.	1
Referral to Weights and Measure —allegations involving the accuracy of the individual residential meters.	39
Referral to a local agency —allegations involving any local government ordinance, including, but not limited to, a land use and zoning law or rent stabilization ordinance.	27
Referral to another enforcement agency	75

C. Geographic representation of allegations received by county.



- D. High-level overview of outcomes for allegations in which documents may have been requested, had good faith discussion, or referred to an LSP and have been closed.

Outcomes	Number of Allegations
Complainant requested complaint to be closed during the documentation request or good faith discussions.	179
Complaint was not the most severe, deleterious, and economically materially and economically impactful or non-jurisdictional after review of the documentation request.	356
Resolved during documentation request.	7
No response to good faith inquiry.	136
Resolved during good faith discussions.	119
LSP referral: closed due to no response from complainant.	54
LSP referral: complainant requested complaint to be closed.	33
LSP referral: complainant declined services (e.g., would not sign retainer, complainant retained their own attorney, complainant would not answer eligibility questions, complainant is no longer interested in receiving services).	12
LSP referral: LSP review of the cases and applicable MRLPP statutes and California law has resulted in that there are no viable causes of action.	16
LSP referral: LSP provided referral to complainant (e.g., lawyer referral service, another program).	23
LSP referral: counsel and advice provided.	223
LSP Referral: case resolved (e.g., settlement reached, unlawful detainer dismissed, agreement reached with park).	60

IV. NOTES

- Information contained in this report is cumulative since the MRLPP launch date of July 1, 2020.
- HCD does not employ attorneys reviewing the complaints. Allegations that may apply to the complaint are captured in this report. If HCD refers the complaint to an LSP, the LSP will provide a legal evaluation of the allegations. By law, the LSPs have sole authority to determine which referred complaints will be addressed or pursued.

- HCD has contracted with the following LSPs for MRLPP complaint referrals:
 - Legal Services of Northern California
 - Inland Counties Legal Services
 - Legal Aid Society of San Diego
 - Legal Aid of Sonoma County
 - Neighborhood Legal Services of Los Angeles County
 - California Rural Legal Assistance
 - Crime Victims United Charitable Foundation
 - California Indian Legal Services
- A complaint may have more than one alleged violation of more than one MRL section, so these numbers will not add up to the total number of complaints.
- The information is subject to change as more information is gathered about the complaint.
- HCD has closed approximately 601 inquiries or complaints not captured above. These include, but are not limited to, questions regarding MRLPP fees, complaints with insufficient complaint or contact information, non-MRL civil matters, and/or health and safety complaints. MRLPP provided local community resources information to the complainant(s) as appropriate.
- Approximately 497 complaints received contained possible occupational licensing and/or health and safety violations. Allegations were referred to the appropriate HCD program for further evaluation.
- Approximately 116 complaints do not have park information and are not included in the geographic representation. In counties with no allegations received, the number of the permitted mobilehome spaces is less than 1,400.