



Request for Assistance Information and Instructions— Mobilehome Assistance Center

HCD MAC 418 (Rev. 08/20)

About the Mobilehome Assistance Center

The Mobilehome Assistance Center (MAC) was established to assist the public with questions or problems associated with the various aspects of manufactured home/mobilehome living. MAC also assists with problems or questions related to employee housing. These issues must be resolved through the civil court. Some of the issues MAC provides assistance with are listed below:

Mobilehome Parks

*Park Operations, Park Maintenance, Alterations, Accessory Structures, *Mobilehome Residency Law*

*Although MAC will answer questions and take complaints regarding the Mobilehome Residency Law, MAC is NOT empowered to enforce its provisions, or to arbitrate, mediate, negotiate, or provide legal advice on mobilehome park rent disputes, lease or rental agreements, or disputes arising from lease or rental agreements.

Manufactured Home Sales and Warranty

Advertising, Illegal Sales/Alterations, Escrows, Non-Receipt of Title, Contracts, Warranty Problems, Fraud/Misrepresentation, Unlicensed Activity

Employee Housing

Unsafe Drinking Water, Sanitation, Substandard Conditions, Overcrowding, Ventilation, Light, Heat

If you have a housing complaint, related to one of the three foregoing topics, you may request assistance from MAC by completing and returning the one or more of the appropriate form(s). The Request for Assistance forms were designed to provide information needed by MAC to assist in resolving your problem. Instructions for completing these forms are on pages 2 and 3 of this form. Please read and follow the instructions carefully, type or print neatly, and provide all requested information. For additional assistance with the Request(s) for Assistance, please contact the Department of Housing and Community Development (HCD), MAC at (800) 952-8356.

MAC Enforcement Authority

Alleged violations of the Mobilehome Parks Act (MPA) will be referred to the appropriate enforcement authority for investigation. Although some parks are under the enforcement jurisdiction of HCD, many parks are under local city or county jurisdiction. If an investigation reveals violations of the MPA, the responsible party (park operator or resident) will be issued a correction order. Failure to comply with this order may result in a referral to the appropriate District Attorney for misdemeanor prosecution.

Suspected violations of the Employee Housing Act (EHA) are forwarded to the responsible enforcement agency. HCD enforces the EHA through local enforcement agencies (LEAs); however, where LEAs do not enforce the provisions, HCD acts as the enforcement agency. If an investigation reveals a violation of the EHA, the operator of the facility is issued a correction order. Failure to comply with correction orders may result in fines and/or civil penalties.

As stated previously, MAC does not have enforcement authority for the Mobilehome Residency Law. Requests for Assistance alleging violations of Mobilehome Residency Law will be referred to the park operator for voluntary compliance. If there is no response within 30 days, these complaints will be closed with no further action.

For complaints involving the sale of a manufactured home, the law provides that if HCD's investigation of your problem reveals violations of laws or regulations within HCD's enforcement jurisdiction by a manufacturer, dealer or salesperson, disciplinary action, such as license revocation or suspension may be taken. However, not all violations warrant such actions and a warning letter or civil citation may be issued to the licensee, which identifies the violation(s) and warns that recurrence will result in license disciplinary action.

If the investigation of a sale between private parties reveals violations, HCD may request the responsible party to take corrective action. If compliance is not obtained, the matter may be referred to the appropriate District Attorney for misdemeanor prosecution.

Not all mobilehome park, manufactured housing sales and warranty, or employee housing complaints are resolved by MAC. In addition to requesting assistance from MAC, you may wish to take a civil action or, in extreme cases, pursue a criminal action.

Request for Assistance Instructions

Request for Assistance—Mobilehome Parks (form HCD MAC 419)

Request for Assistance—Manufactured Home Sales and Warranty (form HCD MAC 420)

Request for Assistance—Employee Housing (form HCD MAC 421)

MOBILEHOME PARKS—Form HCD MAC 419

Section 1: You MUST provide your full name and address, even if you request that HCD not reveal your identity to your mobilehome park owner or operator. You may write the word "ANONYMOUS" after your name. If you are submitting the request on behalf of someone else, enter your name first, then the name of the person for whom you are filing. Requests for Assistance without this information will NOT be processed.

Section 2: Identify the problem as it relates to *mobilehome park operation, maintenance, alterations, accessory structures, and/or the Mobilehome Residency Law*. **Please be specific.**

Section 3: Please read the certification carefully, then sign and date the form. Unsigned Requests for Assistance will NOT be processed. If you do not want HCD to reveal your identity to your mobilehome park owner or operator, please sign and date the Anonymity Request at the bottom of side 2.

MANUFACTURED HOME SALES AND WARRANT—Form HCD MAC 420

Section 1: You MUST provide your full name and address. If you are submitting this request on behalf of someone else, enter your name first, then the name of the person for whom you are filing. Requests for Assistance without this information will NOT be processed. Please provide the other information as applicable.

Section 2: Use this section to identify the seller of the manufactured home and provide details regarding the purchase. Provide copies of all purchase documents, such as your purchase agreement(s), receipt(s) for deposit(s), any written correspondence, etc.

Section 3: Use this section to identify the manufacturer of the manufactured home.

Section 4: Use this section to describe the manufactured home/mobilehome. The "serial number" of the unit is assigned by the manufacturer and may be found stamped into the front of the chassis or hitch assembly, or on a data plate affixed by the manufacturer to an interior closed wall or cabinet surface. The purchase documents or your Registration Card or Certificate of Title will also indicate the serial number. The "registration decal," which is 3 by 5 inches in size and red or blue in color, may be found affixed to the front of your manufactured home.

NOTE: Manufactured homes installed on a permanent foundation as a fixture to real property will NOT have such a decal. Some older manufactured homes may have a "license plate" similar to an automobile license plate. The "Department Insignia" or "HUD Label" is approximately 2 by 4 inches in size and may be found at the rear of the manufactured home. On some older manufactured homes, the insignia may be located near the front door.

Section 5: Use this section to identify the installer of the manufactured home, if applicable.

Section 6: Identify the problem as it relates to *advertising, contracts, escrow, fraud or misrepresentation, illegal sales or alterations, non-receipt of title, unlicensed activity or warranty*. Please be specific.

Section 7: Please read the certification carefully, then sign and date the form. Unsigned Requests for Assistance will NOT be processed.

EMPLOYEE HOUSING—Form HCD MAC 421

Section 1: Provide name, address, and telephone number of the person, employee, agency, or organization requesting assistance. Provide the location of housing/facility, the facility ID # if known, and the number of employees housed in the facility.

Section 2: Provide a detailed description of problem(s); i.e., unsafe drinking water, substandard conditions, etc.

MAIL COMPLETED FORMS TO: HCD—Mobilehome Assistance Center
P.O. Box 278690
Sacramento, CA 95827-8690

QUESTIONS: (800) 952-8356
MHAssistance@hcd.ca.gov

HCD WEBSITE: www.hcd.ca.gov

Please Note: Complaints are processed on a first-come, first-served basis, except for conditions of imminent health and safety hazards.

You may be contacted for additional information or for an interview if MAC needs more information. Should conditions change or additional information relating to your problem become available, please notify us in writing, or contact MAC at (800) 952-8356 or MHAssistance@hcd.ca.gov.