



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 – December 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: \$14,460,094.20

Total expenditures: \$6,471,661.63

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 2023-2024. 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 | 5,671 |
| Total complaint allegations processed | 5,047 |
| Total complaint allegations referred to another enforcement agency or to an LSP | 1,235 |

- B. The type of complaint allegations received.

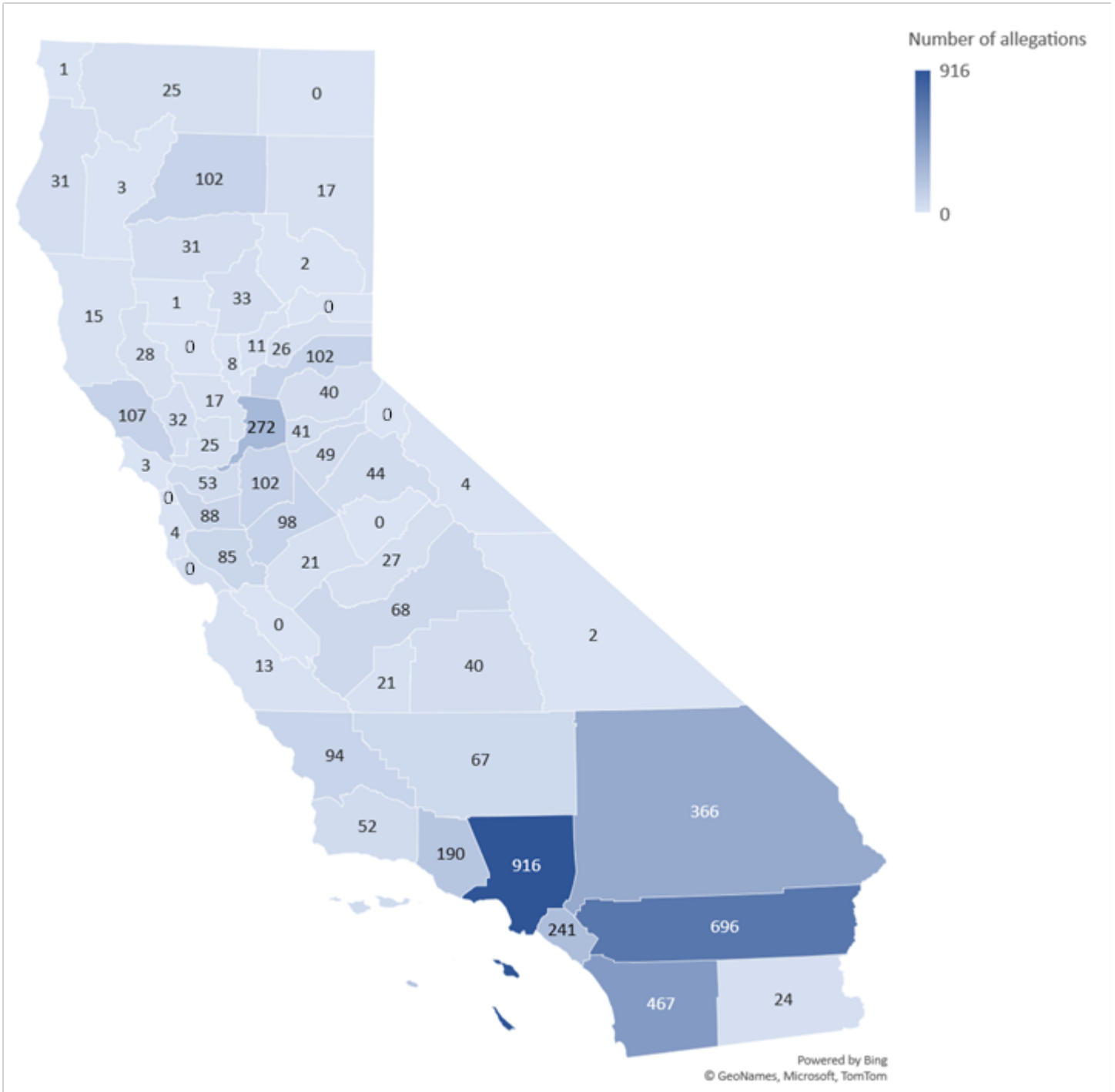
| Mobilehome Residency Law (MRL) Section | Number of Allegations |
|---|------------------------------|
| ARTICLE 2 – RENTAL AGREEMENT | |
| 798.15 In-Writing and Required Contents | 688 |
| 798.16 Inclusion of Other Provisions | 24 |
| 798.17 Rental Agreements Exempt from Rent Control | 36 |
| 798.18 Length of Agreement; Comparable Monthly Terms | 27 |
| 798.19 No Waiver of Chapter 2.5 Rights | 8 |
| 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 | 208 |
| 798.23.5 Subleasing | 29 |
| 798.24 Posting of Common Area Facility Hours | 53 |
| 798.25 Amendments to Rules and Regulations – Notice | 267 |
| 798.25.5 Void and Unenforceable Rules or Regulations | 101 |
| 798.26 Management Entry into Mobilehomes | 95 |
| 798.27 Notice of Zoning or Use Permit and Duration of Lease | 4 |

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| 798.28 Disclosure of Park Owner's Name | 60 |
| 798.28.5 Vehicle Removal from Park | 54 |
| 798.29 Notice of Mobilehome Ombudsman | 18 |
| 798.29.6 Installation of Accommodations for the Disabled | 13 |
| ARTICLE 3.5 – FEES AND CHARGES | |
| 798.30 Notice of Rent Increase | 220 |
| 798.31 Authorized Fees Charged | 168 |
| 798.32 Fees Charged for Unlisted Services Without Notice | 227 |
| 798.33 Pets | 36 |
| 798.34 Guest and Live-In Care Providers | 65 |
| 798.35 Members of Immediate Family – No Fees | 16 |
| 798.36 Enforcement of Park Rules | 42 |
| 798.37 Entry, Hookup, Landscaping and Maintenance Charges | 25 |
| 798.37.5 Trees and Driveways | 326 |
| 798.38 No Lien/Security Interest Except by Mutual Agreement | 3 |
| 798.39 Security Deposits | 10 |
| 798.39.5 Fines and Forfeitures Not Chargeable | 1 |
| ARTICLE 4 – UTILITIES | |
| 798.40 Utility Service Billing; Rate Schedule | 265 |
| 798.41 Utilities Separately Billed – Reduced from Rent | 102 |
| 798.42 Notice of Utility Interruption | 77 |
| 798.43 Disclosure of Common Area Utility Charges | 113 |
| 798.43.1 California Alternate Rates for Energy Program (CARE) | 63 |
| ARTICLE 4.5 – RENT CONTROL | |
| 798.45 New Construction Exempt | 1 |
| 798.49 Government Fees and Assessments That Are Exempt | 4 |
| ARTICLE 5 – HOMEOWNER COMMUNICATIONS AND MEETINGS | |
| 798.50 Legislative Intent | 4 |
| 798.51 Right to Assemble, Meet, Canvass, Petition, Invite Speakers | 37 |
| 798.52 Injunctive Action to Enforce Rights | 8 |
| ARTICLE 5.5 – HOMEOWNERS MEETINGS WITH MANAGEMENT | |
| 798.53 Management Meetings with Residents | 182 |
| ARTICLE 6 – TERMINATION OF TENANCY | |
| 798.55 Legislative Intent; Termination for Cause; 60-Day Notice | 148 |

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|--|-----|
| 798.56 Seven Authorized Reasons for Termination of Tenancy | 251 |
| 798.56a Notice Requirement of Legal Owner/Junior Lienholder | 4 |
| 798.57 Statement of Reasons in Notice | 16 |
| 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 | 15 |
| ARTICLE 7 – TRANSFER OF MOBILEHOME OR MOBILEHOME PARK | |
| 798.70 “For Sale” Signs | 8 |
| 798.71 Management Showing or Listing – Prohibitions | 35 |
| 798.72 No Transfer or Selling Fee | 8 |
| 798.73 Removal of Mobilehome Upon Sale to Third Party | 33 |
| 798.73.5 Home Upgrades on Resale | 63 |
| 798.74 Management Approval of Buyer; Credit Rating Refund | 120 |
| 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 | 56 |
| 798.75.5 Mobilehome Park Disclosure Form | 6 |
| 798.76 Senior-Only Restrictions | 12 |
| 798.77 No Waiver of Rights | 1 |
| 798.78 Rights of Heir or Joint Tenant of Owner | 44 |
| 798.79 Repossession of Mobilehome; Sale to Third Party | 6 |
| 798.80 Sale of Park – Notice by Management | 41 |
| 798.81 Listing or Sales – Prohibitions | 16 |
| 798.83 Homeowner Repair of the Space | 10 |
| ARTICLE 8 – ACTIONS, PROCEEDINGS, AND PENALTIES | |
| 798.84 Notice of Lawsuit for Failure to Maintain | 76 |
| 798.85 Attorney’s Fees and Costs | 2 |
| 798.86 Management Penalty for Willful Violation | 8 |
| 798.87 Public Nuisances and Abatement | 103 |
| 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. | 16 |
| Referral to California Public Utility Commission —allegations regarding disputes involving their regulated utility providers. | 89 |
| 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. | 195 |
| Referral to housing programs —for assistance regarding rental payments, utility payments, mobilehome rehabilitation, etc. | 37 |
| Referral to local law enforcement —allegations involving criminal activity. | 103 |
| 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. | 43 |
| 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. | 28 |
| Referral to another enforcement agency | 86 |

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. | 191 |
| Complaint was not the most severe, deleterious, and economically materially and economically impactful or non-jurisdictional after review of the documentation request. | 401 |
| Resolved during documentation request. | 7 |
| No response to good faith inquiry. | 270 |
| Resolved during good faith discussions. | 143 |
| LSP referral: Closed due to no response from complainant. | 73 |
| LSP referral: Complainant requested complaint to be closed. | 36 |
| 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). | 22 |
| 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. | 24 |
| LSP referral: LSP provided referral to complainant (e.g., lawyer referral service, another program). | 24 |
| LSP referral: Counsel and advice provided. | 351 |
| LSP Referral: Case resolved (e.g., settlement reached, unlawful detainer dismissed, agreement reached with park). | 68 |

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 801 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 557 complaints received contained possible occupational licensing and/or health and safety violations. Allegations were referred to the appropriate HCD program for further evaluation.
- Approximately 124 complaints do not have park information and are not included in the geographic representation.