



Division of Codes and Standards

Codes and Standards Online Services (C&S OS)

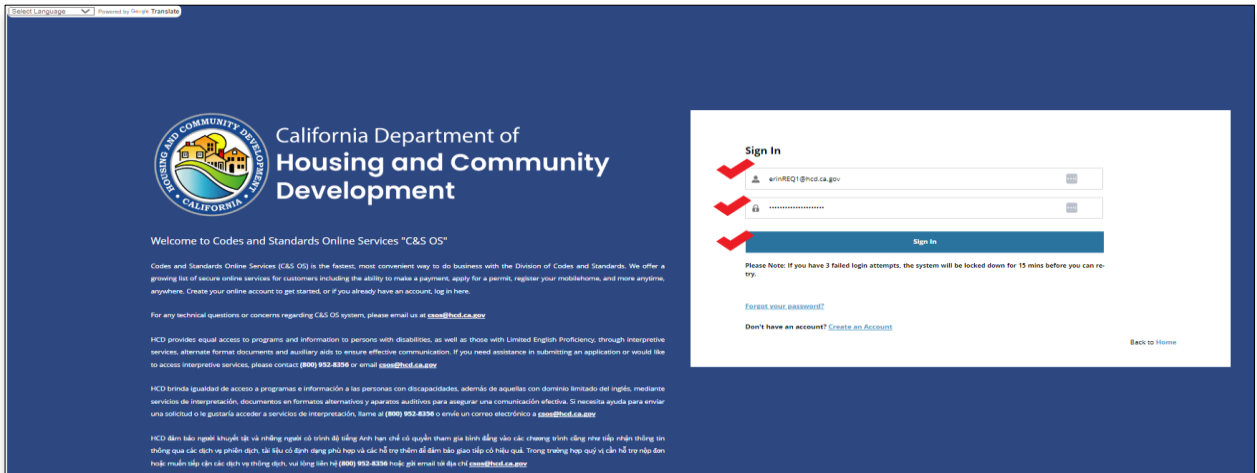
Third Party Provider Complaint Review for Curriculum Development

Login

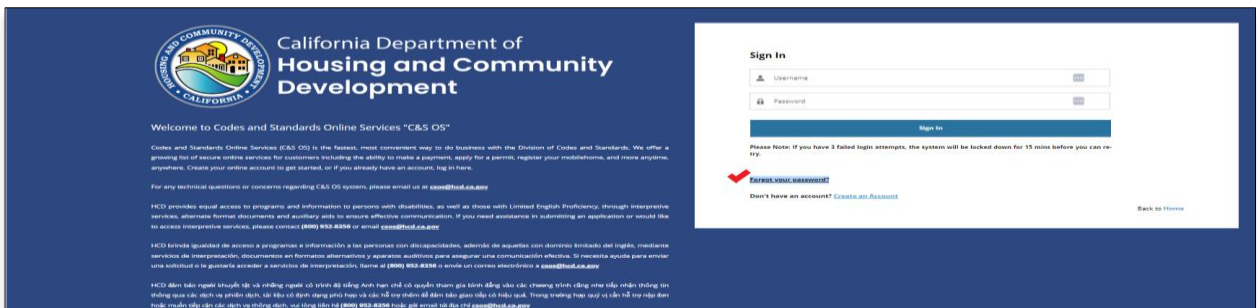
- Open HCD C&S OS portal using the following URL: [Home \(site.com\)](http://Home(site.com)) and click the **Login** button.



- Enter your username and password that you created during account creation. **Please check your email account if you forgot your username.**



NOTE: If you forgot the password, click on the **Forgot your password** link, and follow the instructions to reset your password.



Third Party Provider Complaint Review for Curriculum Development

- Click on the **Curriculum development Information** hyperlink in the bottom right corner.

Housing and Community Development
C&S OS

Home Resources

Account Information

Submit a Complaint Manage Users

New Third-Party Provider Account Name
HH HH

New Third-Party Provider Account Address
HHHH, NULL - NULL, SACRAMENTO, CA 95835

New Application

Start

Existing Application Status

[Transaction Log](#)

[Curriculum development information](#)

DTN	DECAL NUMBER	PARK NAME	DATE SAVED/SUBMITTED	SUBMITTED BY	DESCRIPTION OF APPLICATION	STATUS	ACTION
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- Click on the buttons for **Most Prevalent and Common Complaints in Mobilehome and Special Occupancy Parks**, as well as the **Most Prevalent and Common Complaints for the Mobilehome Residency Law Protection Program (MRLPP)** to navigate to each report page.

Complaint Data for Third Party Provider Curriculum

Overview

This data is only for HCD approved third-party providers for the sole purpose of developing curriculum subject to HCD approval.

To proceed to the reports, please click the buttons below.

Most prevalent and common complaints
Mobilehome and Special Occupancy Parks

Most prevalent and common complaints
Mobilehome Residency Law Protection Program
(MRLPP)

- Review the most prevalent and common complaint types to include the applicable information during the development of your curriculum for the Park Manager Training Program Initial and Continuing Training and Exam.

Most prevalent and common complaints - Mobilehome and Special Occupancy Parks

Select Year : 2023 2024

Complaint Subject	Count
General Park Maintenance	553
Garbage, Rubbish, Combustible Material	397
Substandard MH/RV	364
MH Alterations/Additions without permit	357
Fire & Life Safety Concerns	331
Electrical Hazard/Outage	249
Hazardous Trees & Plants	230
Septic/Sewer	223
Rodent/Animal Infestations	192
Potable Water	181
Lot Lines/Setbacks	135
Potholes/Roadways	122
Lot Grading	107
MP Alterations/Additions without permit	90
Substandard Buildings and Accessory Structures	79

Most prevalent and common complaints – Mobilehome Residency Law Protection Program (MRLPP)

Select Year : 2023

Complaint Subject	Count
ARTICLE 2 - RENTAL AGREEMENT 798.15 In-Writing and Required Contents	159
ARTICLE 6 - TERMINATION OF TENANCY 798.56 Seven Authorized Reasons for Termination of Tenancy	104
ARTICLE 3.5 - FEES AND CHARGES 798.40 Utility Service Billing; Rate Schedule	77
ARTICLE 3.5 - FEES AND CHARGES 798.37.5 Trees and Driveways	59
ARTICLE 3.5 - FEES AND CHARGES 798.32 Fees Charged for Unlisted Services Without Notice	54
ARTICLE 3.5 - FEES AND CHARGES 798.30 Notice of Rent Increase	43
ARTICLE 3.5 - FEES AND CHARGES 798.31 Authorized Fees Charged	36
ARTICLE 5.5 - HOMEOWNERS MEETINGS WITH MANAGEMENT 798.53 Management Meetings with Residents	34
ARTICLE 3 - RULES AND REGULATIONS 798.23 Application to Park Owners and Employees	30
ARTICLE 7 - TRANSFER OF MOBILEHOME OR MOBILEHOME PARK 798.74 Management Approval of Buyer; Credit Rating Refund	29
ARTICLE 8 – ACTIONS, PROCEEDINGS, AND PENALTIES 798.84 Notice of Lawsuit for Failure to Maintain	28
ARTICLE 8 – ACTIONS, PROCEEDINGS, AND PENALTIES 798.87 Public Nuisances and Abatement	26
ARTICLE 3.5 - FEES AND CHARGES 798.43.1 California Alternate Rates for Energy Program (CARE)	21
ARTICLE 6 - TERMINATION OF TENANCY 798.55 Legislative Intent; Termination for Cause; 60-Day Notice	21
ARTICLE 3 - RULES AND REGULATIONS 798.26 Management Entry into Mobilehomes	19
ARTICLE 3.5 - FEES AND CHARGES 798.42 Notice of Utility Interruption	19