



## Request for Assistance Information and Instructions— Mobilehome Assistance Center

HCD MAC 418 (Rev. 02/20)

### 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.