



Mobile Home Park Advisory Committee Dispute Resolution Procedures

The goal of the Mobile Home Park Advisory Committee is to help improve the quality of life in mobile home parks and to review matters concerning mobile home parks in the City of Costa Mesa through healthy communication with park owners, manufactured home owners, and the City Council.

In the spirit of this goal, the Committee has adopted voluntary Dispute Resolution Procedures to help facilitate the resolution of disputes that may arise between residents and mobile home park owners/operators/managers. The intent of these Procedures is to enable the Committee to recommend possible steps to help achieve amicable resolution of disputes. The Committee's role is limited to considering complaints and providing a forum by which potential pathways to resolving issues can be discussed and offered. The participation in these procedures is entirely voluntary by the parties to a dispute. **The Committee does not mediate disputes, provide legal advice or enforce compliance with suggested resolutions or any resulting agreement between the parties.**

Voluntary Dispute Resolution Procedures:

1. Mobile home park management should consider maintaining a written log of all complaints/problems raised by residents that are not resolved at the time the matter is brought to management's notice. To be useful, the log should show date nature of matter, name of person raising the matter, and any promised action by management or resident.
2. Management should consider making a written response within one week to all matters formally brought to its attention (i.e., in writing) by a resident. It is recommended that the response discuss specific actions to be taken and the schedule for the actions planned.
3. It is recommended that investigation of complaints/problems by park management be done on a confidential basis, without revealing the name of the complainant to the party about whom the complaint is lodged, and without taking any retaliatory actions against the complainant for raising the issue(s) involved in the complaint.

These Procedures do not preclude a resident or park/manager-owner from addressing the Committee at any time; however, steps 1 and 2 should be completed before the Committee will facilitate the resolution of any complaints.



CONTACT INFORMATION:

Name: _____

Phone Number/E-mail: _____

STEP 1. Initiation

Discuss Problem/Complaint with Park Manager

Problem/Complaint: _____

Date: _____ Discussed with: _____

Results: _____

If the Park Manager's action is not acceptable or have not been completed in a timely manner, go to Step 2.

STEP 2. Formalize Matter

Resident writes to Park Manager and to Park Owner/Management Company detailing matter and requesting resolution.

Date: _____

Emailed and/or Mailed Letters to: _____

State why matter is formalized, what the specific problem is and why the action by the Park Manager does not resolve the matter. Retain copies of letters.

Park Manager/Owner response should be timely and written, indicating action to be taken and time frame for the action. (A reasonable period in this regard is one week for response, and the time frame to commence action to resolve the problem will be based on its complexity.) If the response is considered by the resident to be unacceptable, go to Step 3.



Step 3. Bring matter to the attention of City of Costa Mesa Mobile Home Park Advisory Committee for discussion by following substeps (3a) and (3b):

(3a) Submit a copy of this Dispute Resolution Form to the City of Costa Mesa Mobile Home Park Advisory Committee to the Committee’s City Staff Liaison at City Hall, including complete documentation of problem, and requesting the Committee to review it at its next meeting. Staff Liaison contact information Phayvanh Nanthavongdouangsy, Phayvanh@costamesaca.gov.

Date: _____

Emailed and/or Mailed Letters to: _____

(3b) Send copies of all this material to both the Park Manager and the Park Owner, so that they will be on notice that matter has been brought to Committee’s attention.

Date: _____

Emailed and/or Mailed Letters to: _____

CITY STAFF LIAISON ACTION:

If the Committee Staff Liaison receives this material at least two weeks prior to the next scheduled Committee meeting, staff will send copies of the material to each Committee member, and will notify the complainant, the Park Manager and the Park Owner that the matter will be addressed at the next meeting.

If the nature of the complaints can be addressed by the City’s departments (e.g. code enforcement, police or fire department) and/or by referring the complainant to other agencies such as the California Housing and Community Development (HCD)’s Mobilehome Assistance Center, City of Costa Mesa Animal Control, or nonprofit organizations, the Staff Liaison will provide resources/referrals, and then inform the Committee of actions taken accordingly.

If the complainant still wants to bring forward the item to the following Committee meeting, Staff Liaison will agendize it at the next regular Committee meeting accordingly.

(If the support staff receives this material less than two weeks before the next scheduled Committee meeting, the matter will be scheduled for discussion at the following meeting and all parties involved will be notified by email or mail only if email is not an option.)

NOTE: Neither the Committee nor City staff will take part in the direct resolution of any disputes, provide legal advice and/or enforce compliance with suggested resolutions or agreements between the parties. The role of the Committee and staff is only to facilitate discussions between the parties and/or suggest outside resources to help resolve issues and disputes.