

1. What are your biggest housing challenges or concerns?

- Annual lot rent increases
- High cost of utilities
- Water quality (pressure and taste)
- Maintenance issues and who is responsible for what
 - Examples: road and sidewalk repairs; large trees on lot that are not planted by resident are considered resident's responsibility; extra \$15 monthly charge for sewer improvements paid over 5 years to connect to sewer; park has rules about consulting owners when make improvements
- Rule changes and violations
 - Examples: one resident nearly evicted for having a broken taillight on a parked car; one park decided to no longer be a 55+ community without consulting residents
- Security concerns
- Most park residents are seniors, have limited income and limited mobility
- Fear of retaliation; general lack of transparency, communication, or accountability
 - Examples: told something will occur by management and then it doesn't happen; would appreciate explanation or itemized bill listing charges or why costs have increased, but afraid to ask management too many questions; board oversight has questionable practices
- Fear and uncertainty around owner selling, park closures, as owners age
- Park owners making demands on residents when they try to sell their homes
 - Example: one seller was told she needed to paint her home and install a new roof by the park owners

2. Are there any actions the City could take to help address your concerns?

- Continue to lobby to change state law that prevents cities from enacting rent controls and continue to monitor Oregon's legislation on rent control
- Look into flat rate fees for utilities
- Water quality inspections and maintenance by City

3. How helpful would the following policies be for you? Please share any additional information about why it would be helpful to you.

1. More notice before rent is increased

- Could be helpful, though underlying issue of not having enough funds to pay rent is not addressed. Concern regarding lack of other affordable housing options.

Follow up question: how much additional time beyond the current 90-day notice would be helpful?

- Many groups thought 6 months or 180 days due to time it takes to sell home
- One group suggested 9 months

2. Relocation assistance to transition to a new housing situation if your rent is increased by a certain percentage

- Manufactured homeowners need larger relocation assistance payment due to losing an asset if they are forced to move because they can't afford lot rent increases. Many residents have homes that are too old to move. Would either need to have enough funds to help owner move the home with them, or to be fairly compensated for their home.
- Not only money, but help finding new housing would be helpful.
- Lack of affordable housing and fear that there would be no other options.

Follow up question: How much time would be reasonable to move out if you needed to sell your home and accepted the relocation assistance payment?

- 8-9 months

3. Limits to fees that may be charged by your landlord

- Not many additional charges, but concern this could become an issue
- Would like to remove \$5 charge monthly for the statement showing charges
- More concern around utility costs and transparency with cost increases

Follow up question: What types of fees have you been charged by your landlord?

- Processing fees, \$5 monthly charge for bill
- \$65 application fee
- \$60 for extra vehicles (any more than two)

4. Are there any other ideas or suggestions you have?

- It would be helpful to have a list of rights printed out so people know what rights they have
- There is a lack of oversight and coordination when issues arise to help residents resolve concerns. One park had 118 complaints at the Attorney General's office. Other social service agencies have noted that they have heard multiple issues from various residents at same park. There is no coordination or service to resolve these complaints, besides on an individual basis. Maybe need for an ombudsman.
- Suggest charging rent by lot size.

5. What is a good way to communicate with you in the future? How can the City stay in touch?

- Most people prefer mail or email
- Jolt and the Olympian
- Bulletin boards at communities