City of San José
Housing & Community Development Commission

District 1 — Roma Dawson
District 3 — Barry Del Buono
District 5 — Ruben Navarro
District 7 — Victoria Partida (VC)
District 9 — VACANT
Mayor — Ali Sapirman
Lived Experience (Mayor) — Sketch Salazar
Lived Experience Alternate (Mayor) — Gabriela Gabrian

Alain Mowad — District 2
Nuha Khan — District 4
Jen Beehler — District 6
Huy Tran — District 8
Roberta Moore — District 10
Daniel Finn — CAAC MR
(C) Ryan Jasinsky — CAAC ML

Commissioners are appointed by corresponding Council Members, but do not need to reside in that Council District.

REGULAR MEETING AGENDA

February 13, 2025
Start time: 5:45 PM
Location: City Hall, Wing Rooms 118-120

Virtual **Zoom Link**
Web ID: **940 5398 8541**
888-475-4499 (Toll Free)

Members of the public have a choice to attend the meeting either in person at the location listed above, or to attend virtually, viewing and listening to the meeting by following the instructions below. Additional instructions are provided below to those members of the Public who would like to comment on items on the agenda.

Beginning Tuesday, February 6, 2024, the City of San José will limit verbal comment for Brown Act meetings to **in person only.** The public will still be able to watch live broadcasts of commission meetings on Zoom. The public may attend meetings in person to provide comment or may provide written comments on agenda items.

How to attend the Housing & Community Development Commission Meeting:

1) **In person:** For participants that would like to attend in person, the physical location is listed on the upper left of this page.
2) **Electronic Device Instructions:** For participants who would like to join electronically from a PC, Mac, iPad, iPhone, or Android device, please click this URL: **Zoom Link.**
    a. Use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. Mute all other audio before speaking. Using multiple devices can cause an audio feedback.
    b. Enter an email address and name to join the meeting.
3) **Telephone Device Instructions:** For participants who would like to listen to the meeting on their telephones, please dial **888-475-4499 (Toll Free)**.
4) **Public Comments prior to meeting:** If you would like to submit your comments prior to the meeting, please e-mail **mindy.nguyen@sanjoseca.gov** or call **(408) 534-2961 by**

12pm the day of the meeting. Comments submitted prior to the meeting will be considered as if you were present in the meeting.

Note that the times for items shown below are approximate and intended only to notify the Commission of the approximate amount of time staff expects each item might take.
Please note that items may be heard before or after the times shown, and plan accordingly.

APPROX. TIME		AGENDA ITEM
5:45	**I.**	**Call to Order & Orders of the Day** **A.** Chair reviews logistics for Zoom meetings
5:46	**II.**	**Introductions and Roll Call**
5:50	**III.**	**Consent Calendar** **A. Approve the Minutes for the Regular Meeting of December 12, 2024** ACTION: Approve the December 12, 2024 action minutes
6:00	**IV.**	**Reports and Information Only** **A.** Chair **B.** Director **C.** Council District Liaison
6:10	**V.**	**Open Forum** *Members of the Public are invited to speak on any item that does not appear on today's Agenda and that is within the subject matter jurisdiction of the Commission. Meeting attendees are usually given two (2) minutes to speak during Open Forum; however, the time limit is in the discretion of the Chair of the meeting and may be limited when appropriate due to a large number of speaker requests.*
	VI.	**Old Business**
	VII.	**New Business**
6:15	**A.**	**Rent Stabilization Program Fiscal Year 2024-2025 Quarter 2 Interaction Log Report For Mobilehomes** **(E. Hislop, Housing)** **Action:** Review the Rent Stabilization Program interaction log report for

mobilehomes in the second quarter of Fiscal Year 2024-2025, and other updates and provide possible recommendations to staff.

7:15 **VIII.** **Open Forum**

Members of the Public are invited to speak on any item that does not appear on today's Agenda and that is within the subject matter jurisdiction of the Commission (per Section 2.08.2840 of the San José Municipal Code). Meeting attendees are usually given two (2) minutes to speak during Open Forum; however, the time limit is in the discretion of the Chair of the meeting, and may be limited when appropriate due to a large number of speaker requests.

7:20 **IX.** **Meeting Schedule**

The next **Regular Meeting** for the Commission is scheduled to be held on **Thursday, March 13, 2025 at 5:45 p.m. in Wing Rooms 118-120 at San José City Hall, 200 E. Santa Clara St., San José, CA 95113.** Items tentatively expected to be heard are:

- Moderate Income Strategy Status Report
- Funding Priorities for Consolidated Plan 2025-2023 and Annual Action Plan Fiscal year 2025-2026
- Annual Progress Report on the Housing Element and Housing Successor Report

7:25 **X.** **Adjournment**

The City's Code of Conduct is intended to promote open meetings that welcome debate of public policy issues being discussed by the City Council, their Committees, and City Boards and Commissions in an atmosphere of fairness, courtesy, and respect for differing points of view.

You may speak to the Commission about any discussion item that is on the agenda, and you may also speak during Open Forum on items that are not on the agenda and are within the subject matter jurisdiction of the Commission. Please be advised that, by law, the Commission is unable to discuss or take action on issues presented during Open Forum. Pursuant to Government Code Section 54954.2, no matter shall be acted upon by the Commission unless listed on the agenda, which has been posted not less than 72 hours prior to meeting. Agendas, Staff Reports and some associated documents for the Commission items may be viewed on the Internet at

http://www.sanjoseca.gov/hcdc. Speakers using a translator will be given twice the time allotted to ensure non-English speakers receive the same opportunity to directly address the Commission.

Correspondence to the Housing & Community Development Commission is public record and will become part of the City's electronic records, which are accessible through the City's website. Before posting online, the following may be redacted: addresses, email addresses, social security numbers, phone numbers, and signatures. However, please note: e-mail addresses, names, addresses, and other contact information are not required, but if included in any communication to the Housing & Community Development Commission, will become part of the public record. If you do not want your contact information included in the public record, please do not include that information in your communication.

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at the Office of the City Clerk, 200 East Santa Clara Street, 14th Floor, San José, California 95113, at the same time that the public records are distributed or made available to the legislative body. Any draft resolutions or other items posted on the Internet site or distributed in advance of the Commission meeting may not be the final documents approved by the Commission. Contact the Office of the City Clerk for the final document.

On occasion, the Commission may consider agenda items out of order.

The Housing & Community Development Commission meets every second Thursday of each month (except for July and sometimes December) at 5:45pm, with special meetings as necessary. If you have any questions, please direct them to the Commission staff. Thank you for taking the time to attend today's meeting. We look forward to seeing you at future meetings.

The Levine Act requires a Party in a Proceeding before the City of San José that involves any action related to their contract, license, permit, or use entitlement to disclose any campaign contributions to City elected or appointed officials totaling more than $250 within the 12 months prior to the City decision. A Participant to a Proceeding may voluntarily report a campaign contribution. Please visit https://www.sanjoseca.gov/your-government/appointees/city-clerk/levine-act for updated forms and information.

To request translation or interpretation services, accommodation, or alternative format under the Americans with Disabilities Act for City-sponsored meetings, events, or printed materials, please call (408) 535-1260 as soon as possible, but at least three business days before the meeting. Please direct correspondence, requests, and questions to:

City of San José Housing Department
Attn: Mindy Nguyen
200 East Santa Clara Street, 12th Floor
San José, California 95113

Tel: (408) 534-2961
Email: mindy.nguyen@sanjoseca.gov

Para residentes que hablan español: Si desea mas información, favor de llamar a Luisa Cantu al 408-535-8357.
Tiếng Việt: Xin vui lòng liên lạc Janie Le tại 408-975-4462.
對於說華語的居民: 請電 408-975-2694 向 Hong Hua 詢問詳細事宜。

HOUSING & COMMUNITY DEVELOPMENT COMMISSION

MEETING ACTION MINUTES

December 12, 2024

MEMBERS PRESENT:	Roma Dawson	Commissioner (D1)
	Alain Mowad	Commissioner (D2)
	Ruben Navarro	Commissioner(D5) *Arrived at 5:55pm*
	Jen Beehler	Commissioner (D6)
	Victoria Partida	Vice Chair (D7)
	Huy Tran	Commissioner (D8)
	Roberta Moore	Commissioner (D10)
	Daniel Finn	Commissioner (MR)
	Ryan Jasinsky	Chair (ML)
	Gabriela Gabrian	Commissioner (LE Alt) *Arrived at 5:55pm*
MEMBERS ABSENT:	Barry Del Buono	Commissioner (D3)
	Sketch Salazar	Commissioner (LE)
STAFF PRESENT:	Erik L. Soliván	Director of Housing
	Mindy Nguyen	Development Officer, Housing
	Kathleen Geier	Administrative Officer, Housing
	Susmita Kamat	Analyst II, Housing
	Emily Hislop	Division Manager, Housing
	Brittany Stafford	Senior Development Officer, Housing
	Noel Padilla	Senior Analyst, Housing

(I) Call to Order & Orders of the Day

A. Chair Jasinsky called the meeting to order at 5:45 p.m.

(II) Introductions – Commissioners and staff introduced themselves.

(III) Consent Calendar

A. Approve the Consent Calendar which includes Minutes for the Regular Meeting of November 14, 2024.

Commissioner Beehler made the motion to approve the Consent Calendar with a second by Commissioner Moor. The motion passed 10-0.

Yes	Dawson, Mowad, Navarro, Beehler, Partida, Tran, Moore, Finn, Jasinsky, Gabrian (10)
No	None (0)
Absent	Del Buono, Salazar (2)

(IV) Reports and Information Only

A. Chair: Chair Jasinsky reviewed logistics and guidelines for participation. Chair Jasinsky reviewed the functions, powers, and duties of the Housing and Community Development Commission.

B. Director: Mr. Erik L. Soliván provided housing administrative and policy updates to the commission.

C. Council Liaison: No updates were given as the Council Liaison was not present.

(V) Open Forum

(VI) Old Business

(VII) New Business

A. Measure E Transfer Tax Annual Report for Fiscal Year 2023-2024 (K. Geier, S. Kamat, Housing)

ACTION: Review the Measure E Transfer Tax Annual Report for Fiscal Year 2023-2024 revenues and expenditures and provide possible recommendations.

Commissioners asked clarifying questions and gave feedback to staff. No actions were taken.

B. Rent Stabilization Program Fiscal Year 2023-2024 Annual Report (E. Hislop, Housing)

ACTION: Review the Rent Stabilization Program Fiscal Year 2023-2024 Annual Report and provide possible recommendations to staff regarding Rent Stabilization Program data

Commissioners asked clarifying questions and gave feedback to staff. No actions were taken.

(VIII) Open Forum

Members of the Public are invited to speak on any item that does not appear on today's Agenda and that is within the subject matter jurisdiction of the Commission. Meeting attendees are usually given two (2) minutes to speak on any discussion item and/or during open forum; the time limit is in the discretion of the Chair of the meeting and may be limited when appropriate. Speakers using a translator will be given twice the time allotted to ensure non-English speakers receive the same opportunity to directly address

the Commission.

(IX) Meeting Schedule

The next Regular Meeting for the Commission is scheduled to be held on **Thursday, January 9, 2025 at 5:45 p.m., Wing Rooms 118-120, at San José City Hall, 200 E. Santa Clara St., San José, CA 95113**. Items tentatively expected to be heard are:

- Moderate Income Strategy Status Report

(X) Adjournment

Chair Jasinsky adjourned the meeting at 7:21 p.m.

CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY

Memorandum

TO: HOUSING AND COMMUNITY DEVELOPMENT COMMISSION

FROM: Erik L. Soliván **DATE:** February 6, 2025

SUBJECT: RENT STABILIZATION PROGRAM FISCAL YEAR 2024-2025 QUARTER 2 INTERACTION LOG REPORT FOR MOBILEHOMES

RECOMMENDATION

Review the Rent Stabilization Program interaction log report for mobilehomes in the second quarter of Fiscal Year 2024-2025, and other updates. Provide possible recommendations to staff.

SUMMARY AND OUTCOME

This memorandum offers a quarterly update to the Housing and Community Development Commission on interactions between Rent Stabilization Program staff and residents, park owners, and park managers of mobilehome communities in San José. It covers the second quarter (October-December) of Fiscal Year 2024-2025, highlighting notable Program activities since the last update to the Commission.

BACKGROUND

The Program aims to enforce the City of San José housing ordinances through education, engagement, and collaboration to build and maintain safe, healthy, and sustainable communities. In administering the Mobilehome Rent Ordinance, Program staff educates and informs to protect rights and improve relations between mobilehome residents and park owners/managers. This report includes the interaction log for mobilehomes from Fiscal Year 2024-2025, Quarter 2, and covers other related activities during this period.

In Quarter 1 of Fiscal Year 2024-25, the Program received a fair return petition on behalf of one mobilehome park. The Program anticipated utilizing a significant number of resources to support residents, the park owner, and the Hearing Officer throughout the petition and hearing process which occurred during Quarter 2.

ANALYSIS

During Quarter 2 of Fiscal Year 2024-2025, Program staff actively engaged with the community through phone and email assistance. Referrals to legal and social services were made as necessary. The Program handled a total of 52 mobilehome park inquiries, detailed in **Table 1**. Most inquiries focused on the ongoing Golden Wheel Mobilehome fair return petition, leading Petition/Hearing interactions to dominate the inquiries. After **Table 1**, a summary of inquiries involving multiple interactions concerning each park is included.

Table 1: Breakdown of Call Inquiries Received in FY 2024-2025 Quarter 2

Topic	Inquiries Received
Rent Increase Information	1
Request for Office Information	2
Eviction Information	5
Fees	1
Maintenance	2
Ordinance Information	3
Petition/Hearing	35
Miscellaneous (title inquiries, service issues etc.)	3
Total	**52**

*Additional detail and information about these inquiries can be found in the Call Log Report (**Attachment A**).*

Summary of Interactions by Park

Golden Wheel Mobilehome Park (221 Spaces):

In Quarter 1 of Fiscal Year 2024-2025, a petition for fair return pursuant to SJMC Section 17.22.700 et seq. was submitted to the Program on August 22, 2024, on behalf of Golden Wheel Mobilehome Park, which has 221 mobilehome spaces. Staff adhered to all timelines prescribed in the Mobilehome Rent Ordinance and its Regulations. In Quarter 2, the Program held a Pre-Hearing and two Hearings in November (via Zoom with an option to participate via Zoom from City Hall), accessible only to residents, owners, or their designated representatives, with Spanish and Vietnamese interpretation available. After these meetings and several interactions with residents, staff learned that many park residents spoke Vietnamese as their primary language, with other residents speaking Spanish, Cantonese, or Mandarin, who had limited English proficiency. Staff shared this information with the Hearing Officer and took steps to ensure appropriate language access for impacted residents. The Program aimed to preserve parties' due process rights and reduce barriers in understanding residents' rights under the Ordinance.

Golden Wheel Mobilehome Park Fair Return Hearing

During Quarter 2 of Fiscal Year 2024-2025, the Program supported Golden Wheel Mobilehome Park residents through several key activities. On September 13, 2024, staff provided the fax number for submitting a signed proxy form. By September 16, 2024, a flyer for community meetings was emailed to all legal participants. On September 17, 2024, a signed proxy form and hearing continuance request were submitted and forwarded to the Hearing Officer on behalf of park residents. Direct contact information was provided to the Residents' Representative on the same day. On September 18, 2024, a formal written continuance request from the residents' representative was received and processed. Links to upcoming community meetings were sent to Park Counsel and the Residents' Representative on September 19, 2024, with an additional meeting link shared on September 20, 2024 to both all parties involved.

In early October 2024, the Rent Stabilization Program continued its support for Golden Wheel Mobilehome Park residents. On October 1, 2024, the Residents Representative sought an update on the continuance request. The following day, Program Staff forwarded the continuance request to Park Owners' Counsel to reschedule the October 21, 2024, hearing. On October 3, 2024, Park Counsel objected to the continuance request, and the response was forwarded to the Hearing Officer. By October 9, 2024, staff confirmed 22 for Golden Wheel Mobilehome Park resident households would be designating an attorney representative for the petition, with all signed proxy forms received by October 10, 2024. Finally, on October 11, 2024, the Notice of Prehearing Conference was sent to all relevant parties.

In November, key documents were processed. On November 5, 2024, the "Order Following Hearing Day #1" was issued. Additional documents and an updated index were submitted on November 8, 2024, and forwarded to the Hearing Officer. Updated documents were submitted again on November 11, 2024. Links to marked service reduction claim forms and photos were provided on November 14, 2024, followed by the "Order Regarding Closing Briefs" on November 15, 2024. Recordings for Hearings #1 & #2 were shared on November 20, 2024.

On November 26, 2024, the Parks' Counsel submitted the Closing Brief, Motion for Fees/Costs, and Lodging of Transcripts, followed by a "Post-hearing Closing Brief" from the Resident Representative. These were forwarded to all parties. In December, the "Tenants' Opposition Brief" was submitted on December 4, 2024, and the "Petitioners Reply to Motion for Fees and Costs" on December 6, 2024. Related documents were shared via an external link.

On December 17, 2024, an "Update to the Submission Deadline for the Decision" was sent to all participants. Finally, on January 9, 2025, Program Staff emailed the "Hearing Decision" to all representatives. Both represented and unrepresented residents received a postal copy of the Hearing Decision along with a "Notice of Decision" translated into English, Spanish, and Vietnamese to ensure language access to important information from the Program.

Western Manufactured Housing Community aka Western Trailer Park (94 Spaces):

During Quarter 4 of Fiscal Year 2023-2024, the Program identified possible illegal rent increases issued to RV residents at the park. Staff inquiries revealed that park management had sent a letter informing RV residents of a new rent amount exceeding the Maximum Allowable Percentage Increase (MAPI). The letter also offered a subsidy option, but even with the subsidy, the proposed rent increase still exceeded the 2023-2024 MAPI of 3.14%. Staff interacted with the management company and owner to explain that the Mobilehome Rent Ordinance's rent increase limitations apply to resident RVs. This issue persisted beyond the end of Quarter 4.

In Quarter 1 of Fiscal Year 2024-2025, residents followed up on the illegal RV rent increase notice, and staff advised them to pay the full amount while investigating the issue with managers. Staff contacted managers multiple times to clarify MRO compliance and reiterated that RVs are protected under the Mobilehome Rent Ordinance, in consultation with the City Attorney and Commissioner Jasinsky. Managers continued to dispute the ordinance. Additionally, staff provided a resident with legal referral information regarding an eviction notice. In August of Quarter 1 of Fiscal Year 2024-2025, the Program sent a corrective action letter to the mobilehome park owner. The owners refused to rescind the notices sent to RV residents. Program staff evaluated whether to refer the matter to the City Attorney’s Office. Residents received information on legal services agencies for possible assistance.

As of Quarter 2 of Fiscal Year 2024-2025, the Program continues to monitor the situation closely and provide necessary support to ensure compliance with the Mobilehome Rent Ordinance. Program leadership has collaborated with the City Attorney’s Office to identify an enforcement mechanism and developing that process with the intention of implementing the process for this matter in Quarter 3 of Fiscal Year 2024-2025.

MOBILEHOME SPACE FEE INVOICES

During Quarter 2, Program Staff mailed the Mobilehome Ordinance Summary letter to all mobilehome parks. This letter is to be sent annually by December of each year. Concurrently, Program Staff mailed the annual mobilehome fee exemption form and the Park Owners Registration form for park owners to complete. The fee exemption form enables park owners to apply for a fee exemption if any of the following conditions are met: 1) the park owner occupies a mobilehome lot, 2) a rental unit with plumbing, electrical, and sewage permits was issued after September 7, 1979, or 3) the mobilehome park has a long-term lease or rental agreement with a mobilehome resident that is twelve months or longer.

Of the 58 mobilehome parks that received the fee exemption form, a total of 8 parks requested fee exemptions based on long-term leases and permits issued after September 7, 1979. All 8 exemption requests were approved, and invoices, due by January 31, 2025, were subsequently mailed out.

CONCLUSION

The Program's efforts during Quarter 2 were concentrated on supporting parties to the Golden Wheel Mobilehome Park petition, their representatives, and the Hearing Officer with the petition process and adhering to timelines set forth in the Mobilehome Rent Ordinance and its attendant Regulations. Program staff was committed to ensuring access and due process to all parties while being mindful of the petitioning party's right to a timely adjudication of their petition.

Program staff continues to communicate with the public and respond to their needs. In Quarter 2 of Fiscal Year 2024-2025, staff supported residents and park management in resolving issues and providing information by offering the appropriate information and referrals.

EVALUATION AND FOLLOW-UP

The Rent Stabilization Program interaction log for mobilehomes for FY 2024-2025 Quarter 2 is prepared for the Housing and Community Development Commission and will not be a report reviewed by the City Council.

Erik L. Soliván
Director, Housing Department

The primary author of this memorandum and report is Elizabeth Guzman, Analyst II. For questions, please contact Brittany Stafford, Senior Development Officer
Brittany.Stafford@sanjoseca.gov

ATTACHMENT A - Call Log Report & Summary

ATTACHMENT A

CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY

Memorandum

TO: HOUSING & COMMUNITY DEVELOPMENT COMMISSION (HCDC)

FROM: Elizabeth+Guzman

SUBJECT: CALL LOG REPORT

DATE: 1/30/2025

Total Calls=52

	Date	Requestor	Mobilehome Park	Topic	Language
Oct	10/2/2024	City Staff	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/3/2024	OTHER	Unavailable	Ordinance	English
Oct	10/3/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/3/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Service	English
Oct	10/4/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/4/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/4/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/4/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/7/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/7/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/7/2024	RESIDENT	GOLDEN WHEEL PARK	Homeless	English
Oct	10/9/2024	City Staff	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/9/2024	RESIDENT	SLEEPY HOLLOW TRAILER CT.	Eviction	English
Oct	10/10/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/12/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	VIETNAMESE
Oct	10/15/2024	City Staff	SUMMERSET MOBILEHOME PARK	Mobilehome Eviction	English

Oct	10/16/2024	RESIDENT	SUMMERSET MOBILEHOME PARK	Mobilehome Eviction	English
Oct	10/16/2024	City Staff	SUMMERSET MOBILEHOME PARK	Mobilehome Eviction	English
Oct	10/16/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/16/2024	RESIDENT	Unavailable	Petition/Hearing	English
Oct	10/17/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/21/2024	City Staff	Unavailable	Petition/Hearing	English
Oct	10/22/2024	Mobilehome Park Manager	IMPERIAL SAN JOSE MOBILE ESTATES	Ordinance	English
Oct	10/23/2024	RESIDENT	GOLDEN WHEEL PARK	Maintenance	English
Oct	10/23/2024	RESIDENT	SUMMERSET MOBILEHOME PARK	Mobilehome Eviction	English
Oct	10/24/2024	RESIDENT	GOLDEN WHEEL PARK	Maintenance	English
Oct	10/25/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/25/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/25/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/25/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	VIETNAMESE
Oct	10/25/2024	RESIDENT	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
Oct	10/28/2024	City Staff	GOLDEN WHEEL PARK	Petition/Hearing	English
Oct	10/29/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Nov	11/5/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Nov	11/7/2024	City Staff	GOLDEN WHEEL PARK	Petition/Hearing	English
Nov	11/8/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	English
Nov	11/8/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Nov	11/11/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English

Nov	11/12/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing	VIETNAMESE
Nov	11/14/2024	City Staff	GOLDEN WHEEL PARK	Petition/Hearing	English
Nov	11/14/2024	City Staff	GOLDEN WHEEL PARK	Petition/Hearing	English
Nov	11/15/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Nov	11/18/2024	Property Manager	GOLDEN WHEEL PARK	Office Information	English
Nov	11/19/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Nov	11/20/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Nov	11/22/2024	Mobilehome Park Manager	GOLDEN WHEEL PARK	Fees	English
Nov	11/26/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Dec	12/4/2024	RESIDENT		Office Information	English
Dec	12/6/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Dec	12/16/2024	Property Manager	RIVERBEND MOBILEHOME PARK	Ordinance	English
Dec	12/17/2024	City Staff	GOLDEN WHEEL PARK	Petition/Hearing	English
Dec	12/18/2024	RESIDENT	TRAILER TERRACE	Rights;Management Harassment	Spanish

Brief Synopsis on Disposition of Calls

10/2/2024 - GOLDEN WHEEL PARK

Program staff forwarded formal request of continuance to park representative. The request was sent to the program on behalf of park residents. Park Representative responded and objected to the request. Staff forwarded response to Hearing Officer; representative for residents responded to objection. All responses on behalf of both parties were forwarded to the Hearing Officer.

10/3/2024 - Unavailable

Advocate from Roots Community Health calling on behalf of trailer park community in need of help. Residents are being charged for utilities and are given an extension cord for electricity. Staff referred them to the California Department of Housing and Community Development-Mobilehome Assistance Center for further assistance on the inquiry.

10/3/2024 - GOLDEN WHEEL PARK

Resident inquired about getting a copy of the Fair Return Petition for him to review. Staff let him know he can pick up a copy or access it via an external link.

10/3/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff called the mobile home park to ask for the number of RV's in the park, but the phone number was no longer in service. Staff proceeded to call the management company, where they confirmed that there is no available landline number for the mobile home park office, but instead, there is a number for the onsite manager. The management company did not want to share the onsite manager information. The management company representative let staff know they would call staff back with the exact numbers of RVs at that mobilehome.

10/4/2024 - GOLDEN WHEEL PARK

Resident emailed staff to ask if she can provide the program with a USB as part of the supporting documentation for the service reduction claims. She mentioned she had over 200 pictures she wanted to submit and thought a USB would be best to store the pictures. Staff let her know that sending them over email as attachments would work best.

10/4/2024 - GOLDEN WHEEL PARK

Resident emailed staff to notify the program that she would be delivering her supporting documents in hard copy instead of emailing them. The resident also requested that staff scan her copies and send copies of her scanned supporting documentation to her attorney, Bruce Stanton. Staff told her we will send them over to him via email.

10/4/2024 - GOLDEN WHEEL PARK

Resident requested the external link to access the petition and supporting documents. Staff emailed the resident the link to access the documents.

10/4/2024 - GOLDEN WHEEL PARK

Resident emailed staff to let the program know that she would be hand delivering proxy forms from her neighbors on Monday, 10/7

10/7/2024 - GOLDEN WHEEL PARK

Resident walked in ot the office to drop off proxy forms, service reduction claims form and supporting documents to staff. Staff let her knwo we woul dnotify her when we have scanned all documents so that she can come back and pick up all her hard copies.

10/7/2024 - GOLDEN WHEEL PARK

Park representative provided program staff external links to documents that were originally submitted. These documents consist of the petition and supporting materials. The representative for residents was also included in the email. No further action from program staff is needed.

10/7/2024 - GOLDEN WHEEL PARK

A resident wanted to submit a complaint regarding safety and security issues involving unhoused individuals at her mobile home park. She mentioned that she had multiple police reports of these incidents and wanted to see if those can be submitted at service reduction claims. Staff let her know to submit anything she sees fit, and it would be up to the hearing officer to accept or deny any documentation submitted.

10/9/2024 - GOLDEN WHEEL PARK

City staff emailed Mr. Stanton with all the proxies the program had received from residents that he will be representing to cinfirm his representation.

10/9/2024 - SLEEPY HOLLOW TRAILER CT.

The resident walks in with a three-day notice to pay the utility or quit. The resident reported that she owed $2400 in rent for the months of August and September. The resident stated that the $2400 rent will be paid by Roots Community Center. The RSP staff confirmed to the Roots Community Center Manager that the payment would be

made. The resident will remain on the premises.

10/10/2024 - GOLDEN WHEEL PARK

Resident representative submitted proxy forms to program staff, and confirmed that more proxy forms would be submitted at a later time. Representative also requested update on his request for continuance.

10/12/2024 - GOLDEN WHEEL PARK

Resident emailed staff to request Vietnamese interpretation for the following meetings: Pre-Hearing Conference and Administrative Hearings. Staff made a note of the request and confirmed interpretation will be provided for him and his neighbors.

10/15/2024 - SUMMERSET MOBILEHOME PARK

The Mobilehome Program staff specialist reached out to a resident after receiving an email about the resident receiving a 60-day eviction notice due to maintenance issues in his mobilehome park. The staff reached out to get more information and see how the program can better support him and provide appropriate referrals. The resident informed the staff that the eviction notice cited park violations but claimed that he is unable to perform much of the required maintenance and has asked management for assistance without receiving any. The staff asked for permission to share the resident's information with SALA for legal assistance, which was granted. They also asked the resident for permission to reach out to the management company to better understand the reasons for the eviction, which the resident agreed to. The staff then contacted the property manager from the park, who redirected them to speak to the property management company directly for further details on the eviction. The staff called the property management company and left a message for a call back to discuss the case.

10/16/2024 - SUMMERSET MOBILEHOME PARK

Resident emailed staff a copy of the Notice of Termination of Tenancy he received so that staff can do a referral to SALA on his behalf for assistance with his eviction notice.

10/16/2024 - SUMMERSET MOBILEHOME PARK

Mobilehome Program Specialist contacted the resident to request a copy of the eviction notice and to confirm that staff has permission to share their information with SALA for assistance. The resident agreed to allow staff to share their contact information with SALA and will email a copy of the notice they received.ed.

10/16/2024 - GOLDEN WHEEL PARK

A resident emailed the mobile home program specialist to schedule an appointment to amend the service reduction claims form he submitted. In his email, he also mentioned wanting to file a complaint against the management company of the mobile home park. The resident believes that the company's request for residents to sign a new contract is a violation of the Mobilehome Residency Law (MRL). Staff suggested he contact legal services and the California Department of Housing and Community Development Mobilehome Assistance Help Center to submit a complaint if it is indeed a violation of the MRL.

10/16/2024 - Unavailable

Resident inquired about information on providing testimony during the hearing for the Mobilehome Fair Return Petition. Staff let him know that staff would ask for more clarification on residents outside of the affected mobile home park being part of the testimonial part of the hearing.

10/17/2024 - GOLDEN WHEEL PARK

Resident scheduled an appointment with staff to come into the office and discuss some of his concerns regarding a document he was asked to sign from the property manager at his mobile home park and to turn in a new service reduction claims form to staff.

10/21/2024 - Unavailable

Staff got back to residnt letting him knwo that the Programs Ordinance and Regulations did not speak on who can and cannot provide a testimony during the hearings but that it was up to the hearing officer's discretion and that we would grant access to the 200+ residents being affected to provide a testimony if they so want to. Resident thanked staff and did not share any more information.

10/22/2024 - IMPERIAL SAN JOSE MOBILE ESTATES

Park manager inquired information on an in-place transfer and if they are allowed to increase rent. Staff let the property manager know that rent may not be increased when a mobile home is sold on-site or transferred in place and remains in the mobile home park. Referred her to the ordinance section 17.22.600 and let her know that the allowable rent increase of 8% for in-place transfers was only allowed between October 25, 1991, and April 7, 1992, and that the rent increase is no longer allowed.

10/23/2024 - GOLDEN WHEEL PARK

Resident emailed staff regarding some safety and health issues in the park having to do with raccoons. Resident stated that management is not keeping up with the maintenance of the park, and it is luring raccoons. Staff referred him to the state of California, Mobilehome Assistance Center for further assistance on his issue and concern.

10/23/2024 - SUMMERSET MOBILEHOME PARK

Resident emailed staff to notify them that a representative from SALA had connected with him and was going to be able to assist him with his eviction notice. Staff made note of the update.

10/24/2024 - GOLDEN WHEEL PARK

Rewsident CC'd staff in an email to the California Fish and Wildlife deptratment that had to do with his complaints about the maintenance, safe and health issues and the raccoons in his mobile home park. Staff made a note of the email.

10/25/2024 - GOLDEN WHEEL PARK

Resdient reached out to staff during the pre-hearing to notify us that there was a resident present in the room that was not part of the spaces being affected by the fair return petition. Resident mentioned that the resident should be removed due to her being exempt and being part of the 10 mobile home spaces that are not part of the rent increase proposal. Staf kindly talked to the resident and asked her to leave, as she was indeed one of the exempt spaces not being affected by the petition.

10/25/2024 - GOLDEN WHEEL PARK

Resident called to let staff know she was having issues with logging in to the pre-hearing conference and needed a new link to be able to join. Staff let her know that the pre-hearing is a closed meeting and needs to be registered in order to be able to attend and that she had to log in to the Zoom meeting using the email she registered with. Resident notified staff that she was logged in to another email and was going to join using the appropriate email.

10/25/2024 - GOLDEN WHEEL PARK

Resident asked for clarification on the registration of an elderly couple and wanted to know if they had registered or not because they were ot able to log in to the pre-hearing. Staff confirmed that the couple had not registered and needed to do so in order to participate and attend the meeting.

10/25/2024 - GOLDEN WHEEL PARK

Staff received an email from a resident that contained their proxy form. Staff confirmed receipt of proxy and noted that it was submitted after the deadline.

10/25/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Resident CCd program staff on an email that she sent to her property manager where she notified her on the stipulation papers she received related to the illegal RV rent increase she received. Resident noted that she just wanted to keep the program on the loop of the case, and that is why staff and the program were being CC'd. Staff made a note of the email.

10/28/2024 - GOLDEN WHEEL PARK

Staff emailed the resident to confirm that the proxy received was a resident who had contributed to the attorney fees and was indeed being represented by Bruce Stanton. The resident confirmed that the resident is being represented by Mr. Stanton.

10/29/2024 - GOLDEN WHEEL PARK

Resident emailed staff a copy of another proxy form a resident that Mr. Stanton will be representing. Staff made a note and saved a copy of the proxy for our records.

11/5/2024 - GOLDEN WHEEL PARK

Order Following Hearing Day #1 was email to park and residents representatives via email.

11/7/2024 - GOLDEN WHEEL PARK

Program staff reached out to the resident's attorney to ask if he had confirmed with his representatives who would be in need of interpretation services for the scheduled hearings. The attorney could not confirm any of his representatives would actually need interpretation services, so staff used the spreadsheet we have collected and based the need for interpretation on that list.

11/8/2024 - GOLDEN WHEEL PARK

Resident reached out to staff to ask for Vietnamese interpretation for two of the witnesses that will be present during the hearings. Staff took note of the request and secured interpretation services for that day.

11/8/2024 - GOLDEN WHEEL PARK

Park representative submitted via email additional documents and updated index. Program staff confirmed receipt of email and forwarded documents to Hearing Officer and resident representative. All documents were uploaded to case file.

11/11/2024 - GOLDEN WHEEL PARK

Park Representative provided updated documents that were previously submitted on 11/8/2024. Program staff forwarded to Hearing Officer.

11/12/2024 - GOLDEN WHEEL PARK

Resident emailed staff requesting Vietnamese interpretation for the upcoming Mobile Home Hearing. Staff confirmed that there will be Vietnamese interpretation on that day for him.

11/14/2024 - GOLDEN WHEEL PARK

Program staff sent via email external link to marked service reduction claim forms and photo. Documents were provided to Hearing Officer and all representatives for both park and residents.

11/14/2024 - GOLDEN WHEEL PARK

Program staff sent via email external link to marked service reduction claim forms and photo. Documents were provided to Hearing Officer and all representatives for both park and residents.

11/15/2024 - GOLDEN WHEEL PARK

Program staff sent via email Order Regarding Closing Briefs to Park Representative and both Resident Representatives.

11/18/2024 - GOLDEN WHEEL PARK

Mobilehome Regional Property Manager reached out to staff requesting an extension to the submittal of the form and documents for the annual exemption fees request. Staff let him know they can submit the form and supporting documents no later than next week, Monday, Nov 25.

11/19/2024 - GOLDEN WHEEL PARK

Park representative submitted the Park's bate stamped documents. Duplication issue with original documents previously provided. Staff forwarded updated documents to Hearing Officer.

11/20/2024 - GOLDEN WHEEL PARK

Program staff provided external link to requested hearings to Park Representative and both Resident Representatives.

11/22/2024 - GOLDEN WHEEL PARK

The regional property manager sent over the fee exemption form and supporting documents. Staff collected all documentation and added it to their file for review.

11/26/2024 - GOLDEN WHEEL PARK

Park Representative submitted via email Closing Brief, Motion for Fees/Costs, and Lodging of Transcripts for 11/1, 11/12, 11/13. Documents were forwarded to Hearing Officer and Resident Representative.

12/4/2024 -

Resident, paid off her MH, wanted to know who clears the lean? Staff emailed EG to f/u.

12/6/2024 - GOLDEN WHEEL PARK

Park Representative submitted “Petitioners Reply to Motion for Fees and Costs”. Document forwarded to Hearing Officer.

12/16/2024 - RIVERBEND MOBILEHOME PARK

Property manager called to request a copy of the Mobilehome Summary letter. Staff informed her that the letter was still under review but assured her that it would be emailed to both her and her regional manager as soon as it was signed.

12/17/2024 - GOLDEN WHEEL PARK

Program staff emailed order issued by Hearing Officer to all representatives for both park and residents.

12/18/2024 - TRAILER TERRACE

Resident lives in a MHP and is being harassed by management. LL, walks into unit without notice and gives residents a hard time. Staff will email EG to f/u.

Elizabeth+Guzman
Rental Rights & Referrals Program
Analyst+II,+Policy+and+Special+Projects