

Thank you for staying informed!



Rent Stabilization Program • Department of Housing
200 East Santa Clara St, 12th Floor, San José, CA 95113
408-975-4480 • www.sanjoseca.gov/rent
RSP@sanjoseca.gov

MOBILEHOME RESIDENT & PARK OWNER RESOURCE GUIDE

2022



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200 East Santa Clara St, 12th Floor, San José, CA 95113
408-975-4480 • www.sanjoseca.gov/rent
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ABOUT THE RENT STABILIZATION PROGRAM

The Rent Stabilization Program's mission is to oversee the City of San José's Apartment and Mobilehome ordinances. Program staff members engage, educate and collaborate with residents of San José to build and maintain safe, healthy, and sustainable communities.

This guide is for San José mobilehome park owners and residents whose mobilehome space lots are covered by the City's Mobilehome Rent Ordinance (MHRO) and Regulations.

The Mobilehome Rent Ordinance is supplemental to the STATE OF CALIFORNIA CIVIL CODE, Section 798 through 799.6 of the *Mobilehome Residency Law (MRL)* that governs mobilehome parks.

Residents may request a copy of this document from their park manager or they can visit the website: <http://leginfo.ca.gov> select Civil Code, and search for 798. Updates of the MRL are completed and made available to the public by February 1st of each year.

Disclaimer: This guide is not intended to be legal advice or a substitute for the Mobilehome Ordinance. The City of San José takes no responsibility for the quality of services provided by non-City agencies.

Anti-Graffiti and Anti-Litter Program Hotline

1661 Senter Rd., Building G., San José, CA 95112

Graffiti 24-hour hot line 1-866-249-0543

Litter 408-975-7233

Provides graffiti abatement via public reporting and litter clean up supplies.

Health Trust

Meals on Wheels

3180 Newberry Dr., Ste. 200, San José, CA 95118

(408) 513-8700

www.healthtrust.org

Provides a delivery of hot, nutritious meals five days a week to home-bound individuals.

Sacred Heart Community Services

1381 S. First St., San José, CA 95110

(408) 278-2160

www.sacredheartcs.org

Provides a variety of resources including but not limited to, food, clothing, and housing assistance to residents of Santa Clara County.

Mobilehome Repairs:

Habitat for Humanity- Home Repair and Rehabilitation Program

2619 Broadway, Oakland, CA 946112

(510) 803-3388

www.habitatcsv.org

Provides a home repair grant through their rehabilitation program for qualifying mobilehome residents. Application forms may be found online.

MOBILEHOME ASSOCIATIONS

Park Resident Organizations:

Golden State Manufactured-Home Owners League (GSMOL)

14802 Beach Blvd., La Mirada, CA 90638

(714) 994-9528

(800) 888-1727

www.gsmol.org

Provides legislative advocacy and education for its members at state and local levels to protect and promote resident rights and the health, safety, welfare and investment of members. Local GSMOL representatives offer case-by-case assistance to its members, by holding meetings with management, writing letters on behalf of the resident, and offering referrals to GSMOL's Corporate Counsel.

Park Owner Organizations:

Manufactured Housing Educational Trust (MHET)

25241 Paseo de Alicia, Ste. 120, Laguna Hills, CA 92653

(949) 380-3303

www.mhet.com

Provides education to park owners and managers of mobilehome parks about mobilehome park operations and community issues.

Western Manufactured Housing Communities Association (WMA)

455 Capitol Mall, Ste. 800, Sacramento, CA 95814

(916) 448-7002

www.wma.org

Promotes and protects the interest of park owners, operators, and developers of mobilehome park communities in California.

COMMUNITY SERVICES

Community Housing Partnership

20 Jones St., Ste. 200, San Francisco, CA 94102

(415) 852-5300

www.chp-sf.org

Provides case management, health services, and youth & family programs.

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KNOW THE BASICS



Project Sentinel

(408) 720-9888

www.housing.org

Provides mediation services and legal advice regarding Landlord-Tenant problems. Investigates housing discrimination claims.

Santa Clara County Bar Association Lawyer Referral Service

(408) 971-6822

www.sccba.org

Provides services to city residents from San José, Milpitas, Los Gatos, Campbell, Willow Glen, Cupertino, and Sunnyvale.

Senior Adults Legal Assistance (SALA)

Central County Office

(408) 295-5991

www.sala.org

160 E. Virginia St., Ste. 260, San José, CA 95112

Provides a range of legal services to persons of age 60 or older of Santa Clara County.

Asian Law Alliance

991 W. Hedding St., Ste. 202, San José, CA 95126

(408) 287-9710

www.asianlawalliance.org

Provides legal advice and services in housing and other resources.

Department of Fair Employment & Housing

2218 Kausen Dr., Suite 100, Elk Grove, CA 95758

(800) 884-1684

(800) 700-2320 (TTY)

www.dfeh.ca.gov

Protects the people of California from unlawful discrimination in employment, housing, and more.

Superior Court of California

Self Service Center

191 N. First St., San José, CA 95113

(408) 882-2100

www.scscourt.org/self_help

LEGAL QUESTIONS & CONCERNS

Bay Area Legal Aid

Legal Advice Line

(800) 551-5554

www.baylegal.org

Provides free legal advice and representation to low-income tenants with housing issues.

Law Foundation of Silicon Valley

(408) 280-2424

www.lawfoundation.org

Provides legal advice tenants and landlords with housing and other civil issues. May also provide legal representation to qualifying patrons.

WHAT IS THE MOBILEHOME RENT CONTROL ORDINANCE?

The San José Mobilehome Rent Ordinance covers (58) fifty-eight mobilehome parks and approximately 10,735 mobilehome spaces in the City of San José.

The Ordinance:

- Allows rent increases without an Administrative Hearing when the rent increase does not exceed the Maximum Annual Percentage Increase.
- Rent increase dates have been consolidated into one **anniversary date** for each park.

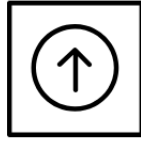
The Maximum Annual Rent Increase:

- Is 75% of the increase in the April San Francisco-Oakland-San José All-item Consumer Price Index (CPI) with a minimum of 3% and a maximum of 7%.
- Applies to all rent increases, with an effective date from October 1st through September 30th of the following year.

Refer to the Mobilehome Rent Ordinance, Part 4, Allowable Rent Increases.

KNOW THE BASICS

WHAT IS THE MAXIMUM ANNUAL PERCENTAGE INCREASE?



The Mobilehome Rent Ordinance prohibits more than one rent increase in any (12) twelve-month period, for a continuous tenancy. Under the California *Mobilehome Residency Law* as well as the City of San José Mobilehome Rent Ordinance, a park owner must provide mobilehome residents with a **(90) ninety-day** rent increase notice.

The Maximum Allowable Percentage Increase is calculated at three quarters of the Consumer Price Index. However, the Ordinance allows rent increases of **3% to 7%**. The City calculates the allowable rent increase annually.

A City notice of the Maximum Allowable Percentage Increase is distributed each **June** to all park owners for posting.

Maximum Allowable Percentage Increase Formula:

The April 2021CPI for the San Francisco Area established by the Bureau of Labor Statistics reflected an annual percentage increase of 3.21%. Three-quarters of the CPI increase is 2.85% which is below the minimum of 3%. Therefore, in accordance with the requirements of **Municipal Code Chapter 17.22**, the Maximum Annual Percentage for October 1, 2021, through September 30, 2022, is set at **3%**.

Small Claims Court

191 N. First St., San José, CA 95113

(408) 882-2100 (Option # 2, then Option # 6)

www.scsselfservice.org

Provides information on how to file a claim, what to expect at court, and questions about court judgement decisions.

STATE OF CALIFORNIA

Housing and Community Development

2020 W. El Camino Ave. Sacramento, CA 95833

(800) 952-5275

www.hcd.ca.gov

Assists with mobilehome registration, planning and community development, building standards, grants and funding, and policy and research.

Office of the Mobilehome Ombudsman

P.O. Box 31, Sacramento, CA 95812

(916) 263-4742 (Sacramento Area),

(800) 735-2929 (TTD Number)

www.hcd.ca.gov

Assists with filing complaints and/or obtaining information regarding health and safety concerns, fraudulent mobilehome sales, Mobilehome Residency Law, and local resources.

California Public Utilities Commission

505 Van Ness Ave., San Francisco, CA 94102

(415) 703-2782

www.cpuc.ca.gov

Regulates privately owned electric, natural gas, telecommunications, water, and more. Assists with utility billing or servicing issues and accepts complaints.

CITY OF SAN JOSE

City Council Office

200 E. Santa Clara St. 18th Floor, San José, CA 95113

(408) 535-4900

www.sanjose.gov

Contact your City Council Member to speak about issues in your Council District. Refer to the Mobilehome Roster to determine your district.

Department of Housing

Rent Stabilization Program

200 E. Santa Clara St. 12th Floor, San José, CA 95113

408-975-4480 (Main Line)

www.sanjoseca.gov/rent

Provides referrals and general information on Mobilehome Rent Ordinance and Regulations.

Recycling & Garbage

200 E. Santa Clara St. 10th Floor San José, CA 95113

3-1-1 or (408) 535-3500

<http://www.sanjoseca.gov>

Assists with garbage and sewage billing and concerns.

COUNTY OF SANTA CLARA

Department of Environmental Health

1553 Berger Dr., Bld. 2, San José, CA 95112

(408) 918-3400

www.sccgov.org

Assists with filing complaints regarding swimming pools, sewage overflow, garbage and trash.

Weights and Measures

1553 Berger Dr., Bld. 1, San José, CA 95112

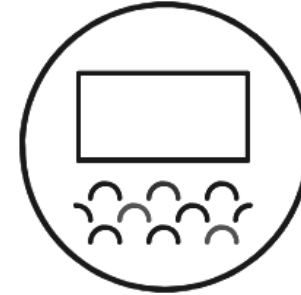
(408) 918-4601

www.sccgov.org

Assists with filing complaints regarding utility meter readings.

Protects buyers and sellers in monetary transactions that use weight, measure or count.

WHAT IS THE HOUSING & COMMUNITY DEVELOPMENT COMMISSION?



The Housing and Community Development Commission provides a forum for park owners and residents to offer input regarding the Rent Stabilization Program's Ordinances, including the Mobilehome Rent Control Ordinance.

The Commission also reserves a seat for:

- One Mobilehome Resident representative and
- One Mobilehome Owner representative.

Some of the functions of the 13-member Housing and Community Development Commission are to make recommendations regarding:

- Rules, regulations, amendments, and/or changes that may be deemed necessary to ensure the ongoing operations and administration of the Ordinances; and
- Staffing levels and fees necessary to operate and maintain the mediation and administrative hearing process.

Visit <http://www.sanjoseca.gov/index.aspx?nid=1262>

for more information about the Commission and how to get involved.

KNOW THE BASICS

FAIR RATE OF RETURN TO MOBILEHOME PARK OWNERS

Under the Mobilehome Rent Ordinance, park owners may file a Petition for a fair and reasonable return .



By filing a petition for a fair return, the park owner is requesting an increase in excess of Maximum Annual Percentage, previously set by the Rent Stabilization Program at 3%.



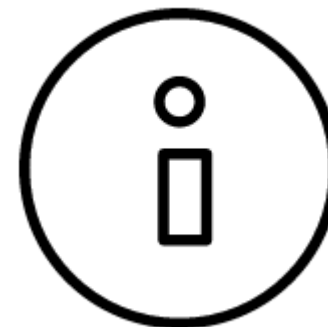
For example, if a mobilehome park's current income, after expenses have been paid, is not as large as it was in 1985 (when adjusted for inflation), then the park owner may request a rent increase.

Refer to the Mobilehome Rent Ordinance, Part 4, Allowable Rent Increases.

Mobilehome Referrals

&

Resources



W

Walnut Mobilehome Park

4320 Monterey Rd.
San Jose, CA 95111
408-661-2210
District 2

Western Trailer Park

2784 Monterey Rd.
San Jose, CA 95111
408-227-8473
District 7

Westwinds Mobilehome Park

500 Nicholson Ln.
San Jose, CA 95134
408-432-7440
District 4

Whispering Hills Mobilehome Park

2780 E. Capitol Expy.
San Jose, CA 95148
408-274-4233
District 8

Willow Glen Mobile Estates

1850 Evans Ln.
San Jose, CA 95125
408-264-5020
District 6

Woodbridge Mobilehome Park

3051 Towers Ln.
San Jose, CA 95121
408-264-7500
District 7

PETITION PROCESS BRIEF OVERVIEW

Park Owner's Responsibility:

- File a petition at least (95) ninety-five calendar days, but not more than (120) one hundred twenty calendar days before the date of the proposed rent increase with the Rent Stabilization Program;
- Submit supporting evidence;
- Notify mobilehome residents within (5) five working days of the date petition is filed;
- Make copies of the petition available along with all supporting documentation at the mobilehome park office; and
- Include the names and addresses of the mobilehome residents subject to the rent increase.



Program's Responsibility:

Within (10) ten working days of the Rent Stabilization Program's receipt of the park owner's petition, the Program staff will notify both park owners and mobilehome residents of the:

- Date, time, location of
- Pre-Hearings and Hearing dates, and
- The Administrative Hearing Officer's name.

Refer to the Mobilehome Rent Ordinance, part 6, Landlord Rent Petition, and Chapters 17.22.700 through 17.22.720

KNOW THE BASICS

HEARING PROCESS BRIEF OVERVIEW

A Pre-Hearing Conference is held to:

- Review submitted documentation to be presented at the Hearing, and
- Determine an agenda for the Hearing.

Any determinations made at the Pre-Hearing Conference are **binding** on all parties at the Hearing.

An Administrative Hearing is held to:

- Review all evidence and testimony presented by all parties involved; and
- Make a final and legally binding written decision.

Once a final decision is made, Program staff will mail a copy of the decision to the park owner, residents, and representatives.

Refer to the Mobilehome Rent Ordinance, Part 7, Administrative Hearing, from Chapter 17.22.750 through 17.22.850.

South Bay Mobilehome Park

1350 Oakland Rd.
San Jose, CA 95112
408-453-8131
District 3

Spanish Cove Mobilehome Park

2600 Senter Rd.
San Jose, CA 95111
408-275-9360
District 7

Summerset Mobile Estates

P.O. Box 878 Alviso
San Jose CA, 95002
408-946-1990
District 4

Sunset Mobile Manor

555 McLaughlin Ave.
San Jose CA, 95116
408-297-0360
District 3

Sunshadow Mobilehome Park

1350 Panoche Ave.
San Jose, CA 95122
408-293-9317
District 7

T

Town & Country Mobile Village

Senior Park
195 Blossom Hill Rd.
San Jose, CA 95123
408-225-3165
District 2

Trailer Tel RV Park

1212 Oakland Rd.
San Jose, CA 95112
408-453-3535
District 3

Trailer Terrace Park

3010 Monterey Hwy.
San Jose, CA 95112
408-629-2424
District 7

Triangle Trailer Park

1410 N. Tenth St.
San Jose, CA 95112
408-648-6155
District 3

V

Villa Teresa Mobile Community

Senior Park
5680 Santa Teresa Blvd.
San Jose, CA 95123
408-226-1900
District 2

Village of the Four Seasons Mobilehome Park

200 Ford Rd.
San Jose, CA 95138
408-225-7255
District 2

Old Orchard Mobile Park

2135 Little Orchard St.
San Jose, CA 95125
408-244-9220
District 7

P

Pepper Tree Estates

Senior Park
2150 Monterey Rd.
San Jose CA, 95112
408-275-0588
District 7

Q

Quail Hollow Mobilehome Park

Senior Park
1445 S. Bascom Ave.
San Jose, CA 95128
408-371-0116
District 6

R

Rancho Santa Teresa Mobile Estates

510 Saddle Brook Dr.
San Jose CA, 95136
408-227-9033
District 2

River Glen Mobilehome Park

Senior Park
2150 Almaden Rd.
San Jose CA, 95125
408-269-2367
District 6

Riverbend Family Park

1358 Oakland Rd.
San Jose, CA 95112
408-453-5656
District 3

S

San Jose Trailer Park

527 McLaughlin Ave.
San Jose CA, 95116
408-292-8942
District 3

San Jose Verde Mobilehome Park

555 Umbarger Rd.
San Jose, CA 95111
408-295-3342
District 7

Silver Creek Mobile Estates

1520 E. Capitol Exwy.
San Jose, CA 95121
408-274-5455
District 8

Sleepy Hollow Trailer Court

4210 Monterey Rd.
San Jose, CA 95111
408-227-8873
District 2

WHO, WHAT, WHEN?



Hearing Attendees Include:

- Hearing Officer, park owner, residents, their witnesses and representatives
- Rent Stabilization Program staff



Service Reductions:

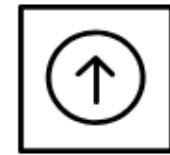
- A mobilehome resident may file a service reduction claim if the park owner petitions for a rent increase*
- A resident files the written claim with Program staff and provides proof of their claim for the Hearing Officer's review

*Mobilehome residents may seek civil penalties through the courts if management reduces services without filing a Petition for an Administrative Hearing.



Petition and Supporting Documentation:

- Such as audio recordings, other case materials, and copies of decisions are official public record



Rent Increases above the Maximum Allowable Percentage Increase:

- Are allowed if the park owner has petitioned and Program staff has approved and notified the residents of the petition
- A Hearing Officer has authorized the rent increase

KNOW THE BASICS

MOBILEHOME FEE

Covered Mobilehomes



Park owners are responsible for payment of the “mobilehome fee” for all mobilehome spaces covered by the Ordinance on or before **January 31** of each year.

Park owners may pass **one-half** of the fee on to the residents.

Refer to the Mobilehome Rent Ordinance, Part 8, Fees.

Exempt Mobilehomes



Mobilehome lots, **not** subject to the Ordinance, are not required to pay the annual “Mobilehome Fee.”

Park owners who claim an exemption are required to submit to the Program a completed Mobilehome Fee Exemption Request Form with all required documentation by the deadline listed on the Form.

Refer to the Mobilehome Rent Ordinance, Chapters 17.22.900 through 17.22.950.

Lamplighter San Jose

4201 N. 1st St.
San Jose, CA 95134
408-321-9331
District 4

M

Magic Sands Mobile Community

165 Blossom Hill Rd.
San Jose CA, 95123
408-225-1010
District 2

Mayfair Trailer Park

1840 S. 7th St.
San Jose, CA 95112
408-294-1707
District 7

Mill Pond I Mobilehome Park

Senior Park
2320 Canoas Garden Ave.
San Jose, CA 95125
408-267-9790
District 7

Mill Pond II Mobilehome Park

Senior Park
2320 Canoas Garden Ave.
San Jose, CA 95125
408-267-9790
District 9

Mobilehome Manor

1300 E. San Antonio St.
San Jose, CA 96116
408-294-6789
District 3

Moss Creek Mobilehome Park

Senior Park
2929 Aborn Square
San Jose, CA 95121
408-274-5600
District 8

Mountain Shadows Mobilehome Park

633 Shadow Creek Dr.
San Jose, CA 95136
408-269-9090
District 2

Mountain Springs Mobilehome Park

Senior Park
625 Hillside Ave.
San Jose, CA 95136
408-266-7611
District 7

O

Oak Crest Estates

4271 N. First St.
San Jose, CA 95134
408-321-9499
District 4

MOBILEHOME PARK ROSTER

Coyote Creek Mobilehome Park

2580 Senter Rd.
San Jose, CA 95111
408-279-0925
District 7

F

Foothills Mobile Lodge

655 S. 34th St.
San Jose, CA 95116
408-251-3655
District 5

G

Garden City Trailer Park

1309 Oakland Rd.
San Jose, CA 95112
408-288-9481
District 3

Golden Wheel Park

900 Golden Wheel Park Dr.
San Jose, CA 95112
408-453-3575
District 3

H

Hillview Mobilehome Park

241 S. Jackson St.
San Jose, CA 95116
408-288-9481
District 5

Hilton Mobile Park

661 Bonita Ave.
San Jose, CA 95116
408-297-2363
District 3

Hometown Eastridge Mobile Estates

1955 Quimby Rd.
San Jose, CA 95122
408-251-1401
District 8

Hometown Monterey Oaks

6130 Monterey Rd.
San Jose, CA 95138
408-225-1475
District 2

I

Imperial San Jose Mobile Estates

5770 Winfiled Blvd.
San Jose, CA 95123
408-227-1390
District 10

L

La Buona Vita Mobile Park

Senior Park
445 N. Capitol Ave.
San Jose, CA 95133
408-923-3119
District 5

ALLOWABLE RENT INCREASES WITHOUT REVIEW— BRIEF OVERVIEW



Reasons Under Mobilehome Rent Ordinance:

- Does not exceed the Maximum Annual Percentage Increase; AND
- Last rent increase was more than 24 months ago; OR
- Immediately follows a vacancy by a mobilehome resident under certain circumstances, such as nonpayment of rent, late payments, material violation of the rental agreement



Reasons Under Mobilehome Residency Law:

- Following the termination of tenancy of the mobilehome resident by the landlord in accordance with the Mobilehome Residency Law, Sections 798.55-798.60; OR
- Immediately follows a vacancy by a mobilehome resident under certain circumstances, such as nonpayment of rent, late payments, material violation of the rental agreement

Refer to the Mobilehome Rent Ordinance, Chapter 17.22.450, Section (A-E)



FREQUENTLY ASKED QUESTIONS

MOBILEHOME PARK ROSTER

Note: Senior Parks are age-restricted communities, 55 years and older.

A

Ace Trailer Inn Village

2800 Monterey Rd.
San Jose, CA 95111
(408) 225-3204
District 7

Arbor Point

540 Bonita Ave.
San Jose, CA 95116
408-292-9684
District 3

B

Bella Rosa Mobile Lodge

1500 Virginia Place
San Jose, CA 95116
408-923-3066
District 5

C

California Hawaiian Mobile Estates

3637 Snell Ave.
San Jose, CA 95136
408-227-0330
District 2

Caribees Mobilehome Park

411 Lewis Rd.
San Jose, CA 95111
408-629-0624
District 7

Casa Alondra

5450 Monterey Hwy.
San Jose, CA 95111
408-578-5050
District 2

Casa Del Lago Mobilehome

2151 Old Oakland Rd.
San Jose, CA 95131
408-432-1320
District 4

Chateau La Salle

2681 Monterey Hwy.
San Jose, CA 95111
408-298-3230
District 7

Colonial Manor Mobilehome

Senior Park
3300 Narvaez Ave.
San Jose, CA 95136
408-269-4404

District 2

Cottage Trailer Grove

111 Barnard Ave.
San Jose CA, 95112
408-294-3811
District 7

County Fair Mobile Estates

270 Umbarger Rd.
San Jose, CA 95111
408-225-4333
District 7

MOBILEHOME PARK ROSTER



Frequently Asked Questions

MOBILEHOME ORDINANCE

Question: Where can I find a copy of the City’s Mobilehome Rent Ordinance?

Answer: Visit the City of San José, Rent Stabilization’s website at www.sanjoseca.gov/rent or contact the Rent Stabilization Program at 408.975.4480 for more information about the Mobilehome Rent Ordinance.

Question: How does the Mobilehome Rent Ordinance define a “mobilehome?”

Answer: A structure transportable in one or more sections, designed and equipped to contain not more than one dwelling unit, to be used with or without a foundation system.

Refer to the Mobilehome Rent Ordinance Chapter 17.22.160.

Question: How does the Mobilehome Rent Ordinance define a “Resident?”

Answer: A person, including a mobilehome owner or mobilehome tenant, who occupies a mobilehome.

Refer to the Mobilehome Rent Ordinance Chapter 17.22.200.

Question: How does the Mobilehome Rent Ordinance define a “Tenant?”

Answer: A person who rents or leases a mobilehome from a mobilehome owner.

Refer to the Mobilehome Rent Ordinance Chapter 17.22.210.

Frequently Asked Questions

MOBILEHOME ORDINANCE

Question: How do I know if the Mobilehome Rent Ordinance covers my mobilehome?

Answer: Mobilehome spaces permitted before September 7, 1979, **and** have a month-to-month rental agreement, are covered by the City's Ordinance.

Question: What spaces are not covered by the Ordinance?

Answer: Mobilehome spaces are permanently exempt when:

- Plumbing, electrical, and sewer permits were issued after September 7, 1979.
- A mobilehome space is occupied by a park owner
- Units are owned or operated by a government entity or subsidized by a Housing Assistance Payment Program
- A resident has voluntarily entered into a rental agreement with a park owner where the rental agreement meets all of the following criteria:
 1. The rental agreement was entered into on or after January 1, 1986;
 2. The term of the rental agreement is excess of the twelve (12) months' duration;
 3. The mobilehome space that is the subject of the rental agreement is used for the personal and actual residence of the mobilehome resident; and
 4. The first paragraph of the rental agreement contains a provision notifying the resident that the mobilehome space is exempt from the Mobilehome Rent Ordinance.

Refer to the Mobilehome Rent Ordinance Chapter 17.22.350 through 17.22.390

RENT INCREASES

Question: How often may my rent increase?

Answer: Rents increases occur once in a (12) twelve-month period. If the increase has not occurred in (24) twenty-four months or more, the park owner may increase the rent equal to the cumulative total of the Maximum Annual Percentage for the current and previous year.

Question: Can rents be increased above Maximum Allowable Percentage Increase?

Answer: Rents may be increased above the Maximum Allowable Percentage when there is a post-judgment settlement, abandonment, or in a case when a dealer removes a mobilehome out of the park.

Refer to the Mobilehome Rent Ordinance Chapter 17.22.135 and Chapter 17.22, Part 4 Allowable Rent Increases.

Question: Who should I contact if I believe my rent increase has exceeded the Maximum Allowable Percentage Increase?

Answer: Residents may consider speaking to their manager, calling the Rent Stabilization Program, or contacting a legal agency (provided in the Resource section).