



MOBILE HOME PARK

REFERENCE GUIDE RENT STABILIZATION ORDINANCE

**Los Angeles Housing + Community Investment
Department
Rent Stabilization Division**

**213.808.8888
866.557.RENT (7368)
<http://hcidla.lacity.org>**

ACKNOWLEDGMENTS

This reference guide was prepared by the staff of the Los Angeles Housing + Community Investment Department with contributions from the members of the Rent Adjustment Commission's Mobile Home Park Task Force and the Rent Adjustment Commission.

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MOBILEHOME PARK REFERENCE GUIDE TO THE RENT STABILIZATION ORDINANCE (RSO)

INTRODUCTION

The following information has been compiled as a mobilehome park reference guide to the Rent Stabilization Ordinance (RSO) of the City of Los Angeles (City) and includes excerpts from the California Civil Code Provisions related to the Mobilehome Residency Law and other useful information.

As laws, regulations, and guidelines are occasionally amended, it is recommended that you verify any recent information which may not be reflected in this reference guide. A copy of the RSO is on file at the City Clerk's Office located at 200 North Spring Street, City Hall, Room 395, Los Angeles, CA 90012-3239. This reference guide is offered free of charge to the general public. The RSO can also be accessed through the Los Angeles City Council website at <http://council.ci.la.ca.us> under City Council Library, Municipal Code, Chapter XV.

MOBILE HOME PARK TASK FORCE (MHPTF)

The Mobile Home Park Task Force (MHPTF) is an advisory group established by the Rent Adjustment Commission (RAC) in order to provide a specific forum which allows for discussion of issues in mobilehome parks. The members of the Mobile Home Park Task Force are mobilehome owners, mobilehome park owners, and industry representatives appointed by the RAC. They provide advice and recommendations to the RAC on matters of concern related to mobile homes and manufactured housing.

The members of the Task Force are volunteers. Their role is to provide feedback to the RAC for changes in policies or procedures. The Task Force is also a place where members of the Task Force can discuss issues and provide referrals to appropriate agencies which can assist with problem resolution. Task Force members are not City employees. Issues to be referred to the Task Force or the RAC should be forwarded through RAC support staff, which coordinates the meetings and activities of the Task Force. The Task Force meetings are held to provide an open exchange of information between Task Force members, representatives of the City, and members of the public.

For more information on the Mobile Home Park Task Force, please see the Los Angeles Housing + Community Investment Department website at <http://hcidla.lacity.org>. In order to contact the MHPTF, you may call (866) 557-7368, or write to:

Mobile Home Park Task Force (MHPTF)
c/o Rent Adjustment Commission (RAC)
Los Angeles Housing + Community Investment Department
PO Box 17280
Los Angeles, CA 90017-0280

RENT STABILIZATION ORDINANCE

PURPOSE

In 1978, the Los Angeles City Council addressed the problems created by a shortage of decent, safe and sanitary housing at affordable rent levels which resulted in a low vacancy rate in the City of Los Angeles. Los Angeles Municipal Code (LAMC) Section (§) 151.00 et seq., known as the Rent Stabilization Ordinance (RSO), was adopted by the City Council on May 1, 1979, in order to address the problems posed by the housing shortage. The purpose of the RSO is to regulate rents in order to safeguard tenants from excessive rent increases, while at the same time, providing landlords with just and reasonable returns for their rental units.

SCOPE

The RSO covers the following four broad categories:

1. The registration of rental units;
2. Allowable rent increases;
3. The twelve reasons for eviction; and
4. Payment of relocation assistance due to no-fault evictions.

MOBILEHOME PARKS AND THE RSO

LAMC §151.02 provides that mobilehomes located in the City of Los Angeles are subject to the RSO if their first permit to operate was issued prior to February 10, 1986. The rules and procedures which govern rental units subject to the RSO also apply to mobilehome parks. However, vacancy decontrol does not apply to vacancies in a mobilehome park, unless the mobilehome is sold and removed permanently from the park. If the mobilehome is sold in place, the rent for the space may only be increased by ten percent or to the level of any existing comparable site in the park, whichever is lower.

Because of the limited vacancy decontrol provision, the annual allowable rent increase is also applied somewhat differently. The automatic annual increase for rental units can be given at any time, if at least twelve months have elapsed since the last increase. The annual allowable increase for mobilehome parks may be given on the anniversary date of the last increase, regardless of whether or not the current tenant has occupied the space for twelve months.

MOBILEHOMES SUBJECT TO THE RSO

Mobilehomes are subject to the RSO, whether rent is paid for the mobilehome and the land upon which the mobilehome is located, or rent is paid for the land alone. Also included are recreational vehicles, as defined in California Civil Code §799.29, if located in a mobilehome park or recreational vehicle park, whether rent is paid for the recreational vehicle and the land upon which it is located, or rent is paid for the land alone.

MOBILEHOME LEASES EXEMPT FROM THE RSO

California Civil Code §798.17 exempts mobilehome leases from the protections of the RSO if the leases are for a term greater than 12 months. However, Civil Code §798.17 and LAMC §151.29 require landlords to provide leases which contain specified language that notifies the homeowner or prospective homeowner that the lease is exempt from the protections of the RSO. Every homeowner or prospective homeowner has the option to reject the exempt lease and request a lease for a term of 12 months or less which shall contain the same rental charges, terms and conditions as the exempt lease but which shall be subject to the protections of the RSO.

Note: The long-term lease exemption applies only to those units that are used as the actual residence

- a. The mobilehome is not the principal residence of the homeowner and the homeowner has not rented the mobile home to another party. A mobilehome is deemed to be the principal residence of the homeowner unless a review of state or county records demonstrates that the homeowner has a homeowner's exemption for another property in the state. [California Civil Code §798.21]

LAMC §151.29. REGULATION OF LEASES IN MOBILEHOME PARKS

State law, including the Mobilehome Residency Law at California Civil Code §798, *et seq.*, governs many aspects of agreements to rent mobilehomes. This section supplements the provisions of the State Mobilehome Residency Law.

- A. Every mobilehome owner and every prospective mobilehome owner in a mobilehome park subject to the provisions of this article shall have the option to reject a rental agreement offered for the lease of a mobilehome, and to reject a rental agreement offered for the lease of the site of the mobilehome, and shall be entitled to accept a rental agreement for a term of 12 months or less, including a month-to-month agreement, pursuant to the provisions of state law and Subsection C of this section.
- B. Neither a mobilehome owner nor a prospective mobilehome owner shall be required to sign a lease or rental agreement that is exempt from the provisions of this article. Neither a mobilehome owner nor a prospective mobilehome owner shall be required to sign a lease in excess of 12 months.
- C. A prospective mobilehome owner who rejects an offered rental agreement in excess of 12 months duration shall be entitled to instead accept a rental agreement for a term of 12 months or less from the date the offered rental agreement was to have begun. In the event the prospective mobilehome owner elects to have a rental agreement for a term of 12 months or less, including a month-to-month rental agreement, the rental agreement shall contain the same rental charges, terms and conditions as the rejected rental agreement during the first 12 months, except for options, if any, contained in the offered rental agreement to extend or renew the rental agreement.
- D. Before any rental agreement in excess of 12 months is executed by a prospective mobilehome owner, the prospective mobilehome owner shall: (i) be offered the option of a rental agreement for a term of 12 months or less; and (ii) be informed both orally and in writing that a lease or rental agreement in excess of 12 months shall not be subject to the terms and provisions of this article.
- E. A notice, which conforms to the following language and printed in at least 12-point boldface type if the rental agreement is printed, or in capital letters if the rental agreement is typed, shall be presented to the prospective mobile home owner at the time of presentation of a rental agreement creating a tenancy with a term greater than twelve months:

IMPORTANT NOTICE TO PROSPECTIVE MOBILEHOME OWNER REGARDING THE PROPOSED RENTAL AGREEMENT FOR _____ . PLEASE TAKE NOTICE THAT THIS RENTAL AGREEMENT CREATES A TENANCY WITH A TERM IN EXCESS OF 12 MONTHS. BY SIGNING THIS RENTAL AGREEMENT, YOU ARE EXEMPTING THIS TENANCY FROM THE PROVISIONS OF THE RENT STABILIZATION ORDINANCE OF THE CITY OF LOS ANGELES FOR THE TERM OF THIS RENTAL AGREEMENT. THE RENT STABILIZATION ORDINANCE (LOS ANGELES MUNICIPAL CODE CHAPTER XV, ARTICLE 1)

AND THE STATE MOBILEHOME RESIDENCY LAW (CALIFORNIA CIVIL CODE SECTION 798, *et seq.*) GIVE YOU CERTAIN RIGHTS, INCLUDING THE RIGHT TO A TENANCY OF 12 MONTHS OR LESS THAT IS NOT EXEMPT FROM THE PROVISIONS OF THE RENT STABILIZATION ORDINANCE. BEFORE SIGNING THIS RENTAL AGREEMENT, YOU MAY WANT TO SEE A LAWYER. IF YOU SIGN THE RENTAL AGREEMENT, YOU MAY CANCEL THE RENTAL AGREEMENT BY NOTIFYING THE PARK MANAGEMENT IN WRITING OF THE CANCELLATION WITHIN 72 HOURS OF YOUR EXECUTION OF THE AGREEMENT. IT IS UNLAWFUL FOR A MOBILEHOME PARKOWNER OR ANY AGENT OR REPRESENTATIVE OF THE OWNER TO DISCRIMINATE OR RETALIATE AGAINST YOU BECAUSE OF THE EXERCISE OF ANY RIGHTS YOU MAY HAVE UNDER THE RENT STABILIZATION ORDINANCE OF THE CITY OF LOS ANGELES, OR BECAUSE OF YOUR CHOICE TO ENTER INTO A RENTAL AGREEMENT THAT IS SUBJECT TO THE PROVISIONS OF THAT ORDINANCE.

- F. The Notice described in Subsection E of this section shall contain a place for the prospective mobilehome owner to acknowledge receipt of the notice and shall also contain an acknowledgment signed under penalty of perjury by the person offering the rental agreement that the notice has been given to the prospective mobilehome owner in accordance with the previous subsection. A copy of the notice executed by the person offering the rental agreement shall be provided to the prospective mobilehome owner.
- G. A prospective mobilehome owner may cancel a mobilehome rental agreement by notifying park management in writing of the cancellation within 72 hours of the execution of the agreement.

REGISTRATION

LAMC §151.05

The RSO requires that all landlords register rental properties that are subject to the Ordinance. This includes mobilehome parks and mobilehome spaces. Registration fees are due annually from January 1 through the last day of February. Failure to pay the required rental unit registration fee during this period will result in the assessment of late and possibly delinquent fees. Failure to pay the registration fee may eventually result in a referral to the Los Angeles City Attorney's Office for collection. Failure to register a rental unit constitutes an affirmative defense in an eviction action.

REGISTRATION PROCEDURES

Property owners or their designated agents may register those rental units subject to the RSO. In cases of new ownership or first time registrants, legal ownership must be established through the provision of either a copy of the recorded grant deed or closing escrow papers.

New owners have 45 days from the close of escrow in which to register. No penalties are incurred for a previous owner's non-registration; however, no rent may be legally collected unless the units are currently registered.

If a landlord does not receive a renewal notice, it is the landlord's responsibility to make certain the annual registration fee is paid on time to avoid any penalties. Questions regarding registration should be directed to the **Billing Section** at **(877) 614-6873**.

COLLECTION OF THE REGISTRATION SURCHARGE

The landlord may recover \$12.25 of the \$24.51 registration fee from the tenant in the form of a surcharge. This surcharge can only be collected in the month of June by first giving the tenant a 30-day written notice in the month of May.

COMMONLY ASKED QUESTIONS

1. What is the current registration fee and penalties?

\$24.51 regular fee per unit or space

\$36.77 delinquent fee per unit or space, in *addition* to the \$24.51 regular fee per unit per space

2. Why must landlords register?

LAMC §151.05 of the RSO requires the registration of rental units in mobilehome parks or mobilehome spaces which are subject to the RSO, before the owners can legally demand or accept rent. Leases of mobilehomes or mobilehome spaces for a period of 12 months or less are subject to the RSO.

3. How can I find out if a property is registered?

Contact the **Billing Section** at **(877) 614-6873**

RENT INCREASES

AUTOMATIC ADJUSTMENTS

LAMC §151.06 D

The annual allowable rent increase is based on the Consumer Price Index (CPI)-All Urban Consumers averaged for the Los Angeles-Long Beach-Anaheim areas for a twelve-month period ending September 30 of each year. The percentage can be no lower than three percent and no higher than eight percent. The percentage becomes effective on July 1 of the following year.

Exception in LAMC §151.06 F: This section does not apply to mobilehomes within a mobilehome park which are vacated by all the tenants after June 4, 1984, except if the mobilehome site is vacated voluntarily or as a result of an eviction for reasons listed in LAMC §151.09 A1, A2 or A9, and the mobilehome is removed permanently from the site [see Evictions Section]. The maximum rent may be increased to any amount upon re-rental. Thereafter, as long as the site continues to be rented to one or more of the same persons, no other rent increase can be imposed.

However, this exception does not apply in the following circumstances:

1. If the mobilehome has been temporarily removed for repairs; or
2. If the mobilehome has been replaced with a new mobilehome that one or more of the same tenants will occupy.

ALLOWABLE RENT INCREASES

<u>DATE</u>	<u>PERCENTAGE ALLOWED</u>
5/1/79 through 6/30/85	7% per year
7/1/85 through 6/30/86	4% per year
7/1/86 through 6/30/87	5% per year
7/1/87 through 6/30/89	4% per year
7/1/89 through 6/30/93	5% per year
7/1/93 through 6/30/03	3% per year
7/1/03 through 6/30/04	3% per year
7/1/04 through 6/30/05	3% per year
7/1/05 through 6/30/06	3% per year
7/1/06 through 6/30/07	4% per year
7/1/07 through 6/30/08	5% per year
7/1/08 through 6/30/09	3% per year
7/1/09 through 6/30/10	4% per year
7/1/10 through 6/30/11	3% per year
7/1/11 through 6/30/12	3% per year
7/1/12 through 6/30/13	3% per year
7/1/13 through 6/30/14	3% per year
7/1/14 through 6/30/15	3% per year
7/1/15 through 6/30/16	3% per year

The annual allowable increase for mobilehome parks may be given on the anniversary date of the last increase, regardless of whether or not the current tenant has occupied the space for twelve months. The increase is not cumulative or retroactive. Landlords are required to serve residents of mobilehome parks with a written 90-day notice before the increase may be collected. The landlord may increase the annual percentage by one percent for gas and/or one percent for electric service which is available in the unit when such service is paid for by the landlord.

RENT INCREASE PASS-THROUGHS

LAMC §151.07

CAPITAL IMPROVEMENT WORK

The RSO allows for an increase in rent beyond the annual automatic increase for Capital Improvement rent adjustments approved by HCIDLA. Pursuant to RAC Regulations 210.00 et seq., capital improvements are improvements which have a life expectancy of five years or more.

Mobilehomes are typically owned by the mobilehome owner who then leases the space where the mobilehome is situated from the owner of the mobilehome park. Consequently, capital improvements in mobilehome parks usually consist of improvements in common areas such as asphalt paving in common areas of the mobilehome park, the addition or rebuilding of a recreation room, the re-plastering of pools and spas, and major landscaping projects in the common areas. Capital improvements constitute a component of the rent in accordance with the provisions of the Mobilehome Residency Law. Expenses for upkeep or replacement of utility services are not eligible for capital improvement rent adjustments under the RSO when the capital improvement rent increase would violate the decisions of the Public Utilities Commission, including Decision D95-02-090 issued by the Public Utilities Commission (PUC) on February 22, 1995. Decision D95-02-090 prohibits owners of mobilehome parks which have sub metered gas or electric systems from placing surcharges on rents for the costs of operation, repair or replacement of those systems. Under this decision, costs of providing sub metered gas or electric service must be taken from income already received by the parks under the “discounts” or rate differentials which are issued by the PUC as tariffs through its rate-making procedures.

The Department has the authority to grant adjustments in rent for a mobilehome or a rental unit upon receipt and approval of a capital improvement rent increase application. The Rent Stabilization Division must review the application and approve the amount and duration of the rent increase before the landlord may increase a tenant’s rent.

All capital improvement rent increase applications are reviewed in accordance with the Rent Adjustment Commission’s Capital Improvement Regulations (RAC Regulations 210 et seq.) RAC Regulations are available online at <http://hcidla.lacity.org> or by contacting the Rent Hotline at (213) 808-8888. Among the criteria set forth in the regulations are the following five guidelines:

1. The improvement must primarily benefit the tenant rather than the landlord;
2. The improvement must have a life expectancy of five or more years;
3. Normal routine maintenance and repair are not capital improvements;

4. The improvement must be permanently fixed in place or relatively immobile; and
5. The application must be submitted within twelve months of the completion of work.

For rent increase applications submitted to the Department on or after October 1, 1989, for which the Department has approved capital improvement work items, capital improvement costs are to be passed on to the tenants in the form of a monthly surcharge. This surcharge is not subject to the annual percentage increase. Moreover, this surcharge is not a permanent increase.

The amount of the surcharge is $\frac{1}{60}$ th of 50 % of the approved cost divided by the number of applicable units. The surcharge may not exceed \$55 per month per unit and terminates after 72 months. If the landlord will not be able to recover 50% of the approved costs within 72 months because of the \$55 per month cap, the landlord may extend the surcharge period until the allowable capital improvement expenses are recovered. Finally, if the Rent Stabilization Division determines that the capital improvement has failed, as determined pursuant to RAC Regulations 219.00 et seq, the surcharge will be terminated.

TRANSFER OF UTILITY PAYMENTS TO MOBILEHOME PARK TENANTS
(RAC Regulation 520.00 et seq.)

520.00 TRANSFER OF UTILITY PAYMENTS TO MOBILE HOME PARK TENANTS (LAMC §151.08B)

520.01 Any transfer of utility payment from a landlord to a tenant constitutes a decrease in services and a corresponding rent reduction must be made. The corresponding rent reduction following a transfer of utility payment must be based on the total average monthly cost of the utility to the landlord over the previous twelve months prior to the month in which the landlord filed the application; and it must be distributed among the affected mobile homes according to the following formula:

$$\text{Rent reduction} = \frac{a \times u}{12 \times t}$$

Where a = annual utility bill; in determining the annual utility bill, the common area costs that were included in the previous year's utility payments, but which will continue to be paid by the landlord after conversion to individual meters, shall be deducted. To obtain this common area deduction, a landlord must submit a copy of a utility audit prepared by a qualified public or private agency, similar to those provided for electricity by the Department of Water and Power. The results of such surveys shall be presumed to indicate the amount a landlord may deduct from the previous year's utility expenses, unless there is clear and convincing evidence to the contrary. Any challenges to a utility survey submitted by a landlord must be made on the basis of factual evidence, such as an alternative survey report submitted by other parties. When water is the utility, a 10% common area deduction may be substituted for the utility audit stated above.

Where u = utility use factor for mobile home size; in determining the utility use factor the landlord must use the utility use factor formula based on size listed below. In the event that the landlord can provide an audit, similar to those provided by the Department of Water and Power that demonstrates a different utility use factor per size of mobile homes in the park, the landlord may request the special audit be used instead of the standard formula. Any challenge to such an audit must be made on the basis of factual evidence, such as alternative audits submitted by other parties.

SIZE OF MOBILE HOME

UTILITY USE FACTORS

Small (up to 30 ft.)	=1
Medium (31-45 ft., single width)	=1.25
Large (46+ ft., single)	=1.5
Medium (double width*)	=2.5
Large (double width*)	=3.0

*Tip-outs do not constitute double width

Where $t =$ total use factor which is the summation of all the utility use factors. (Effective 12/15/83)

520.02 In all cases where a capital improvement surcharge application is filed on the basis of the installation of individual utility meters, the Department shall calculate and deduct from the final capital improvement rent increase the appropriate decrease in rent due to reduction in services.

520.03 Conversions from master to individual utility meters shall be held to be capital improvements pursuant to RAC regulation 211.02H.

RENT ADJUSTMENT TO MASTER METERED MOBILE HOME PARK RESIDENTS

(RAC Regulation 560.00 et seq.)

560.00 RENT ADJUSTMENT TO MASTER METERED MOBILE HOME PARK RESIDENTS (LAMC §151.08 C)

560.01 A change in the mobile home park sewer service charge rate from commercial to residential is a decrease in operating expenses and constitutes a required rent reduction for master-metered park residents. The rent reduction must be based on the total average monthly sewer service charge to the park owner over the previous twelve months, prior to the month in which the rate was reclassified; and it must be applied to the affected residents according to the following formula:

$$\text{Rent reduction} = \frac{s \times 33\%}{12 \times n}$$

s = annual sewer service charge; in determining the annual sewer service charge, a 10% common area cost shall be deducted. In the event a park owner seeks to obtain more than a 10% common area deduction, he/she must submit a copy of a utility audit prepared by a qualified public or private agency, similar to those provided for electricity by the Department of Water and Power. The results of such surveys shall be presumed to indicate the amount a park owner may deduct from the previous year's utility expenses, unless there is clear and convincing evidence to the contrary. Any challenges to a utility survey submitted by a park owner must be made on the basis of factual evidence, such as an alternative survey report submitted by other parties. 33% = the difference between the commercial and residential sewer service charge rates

Where n* = total number of units in the mobile home park

*(unlike the formula used for the transfer of utility payments, which applies utility use factors in consideration of the size of units, apportionment in this case, is based on the total number of units in the park. This is because of the insignificant amount in the difference that results from applying the utility use factor, as well as, the reported similarity in the amount of sewage discharge, regardless of the size).

560.02 Mobile home park sewer service charges in mastered and sub-metered parks shall be calculated using the same sewer service charge rate and methodology as the Bureau of Sanitation.

EVICTIONS

AUTHORIZED REASONS FOR EVICTION

Management may terminate a mobilehome lease for any of the reasons listed below, pursuant to California Civil Code §798.56, and LAMC §151.09.A (RSO) where RSO provisions are consistent with state law. The RSO provisions are indicated in brackets.

1. Failure to comply with a local ordinance or state law within a reasonable time after the homeowner has received a notice of noncompliance from the appropriate government agency;
2. Conduct that constitutes a substantial annoyance to other homeowners and residents; [LAMC §151.09.A.3 provides that a tenant may be evicted for committing or permitting to exist a nuisance in or is causing damage to, the rental unit or to the appurtenances thereof, or to the common areas of the complex continuing the rental unit, or is creating an unreasonable interference with the comfort, safety or enjoyment of any of the same or adjacent buildings];
3. Conviction for prostitution, battery, assault with a deadly weapon, commission of a lewd or lascivious act with a child or as a caretaker, arson, felony controlled substances resulting from an act committed on the premises of the park unless the person convicted of the offense has permanently vacated the mobilehome; [Use or permission to use the rental unit for an illegal purpose as provided in LAMC §151.09.A.4 or for gang related crime, violent crime, illegal drug activity as provided in LAMC §151.09.A.3];
4. Failure to comply with a reasonable rule or regulation of the park that is part of the rental agreement or any amendment after management has given the homeowner or resident at least 7 days written notice of the violation or where management has given written notice of an alleged violation of the same rule on three or more occasions within a 12 month period;
5. Nonpayment of rent, utility charges, or reasonable incidental service charges, provided that the amount due has been unpaid for a period of at least five days from its due date; [failure to pay rent pursuant to LAMC §151.09.A.1];
6. Condemnation of the park; [to comply with a government order necessitating the vacation of the rental unit pursuant to LAMC §151.09.A.11];
7. Change of use of the park where management gives homeowners at least 15 days prior written notice before management's appearance before a local governmental body to request permits for a change of use, and at least six months prior written notice terminating tenancy after approval of permits; [to permanently remove a property from the rental market pursuant to LAMC §151.09.A.10 LAMC §151.22-151.27, and LAMC §47.08-47.09] **Landlords must provide relocation assistance to tenants pursuant to the LAMC for an eviction based on change of use.**

TENANT RELOCATION ASSISTANCE

The following relocation amounts are effective for the period of 7/1/14-6/30/15:

Relocation Amounts:

Type of Tenant	Less than 3 years	3 years or more	Less than 80% AMI
Eligible	\$7,800	\$10,300	\$10,300
Qualified	\$16,500	\$19,500	\$19,500

HUD Area Median Income Limits 80% AMI (Los Angeles)

1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons
\$46,500	\$53,150	\$59,800	\$66,400	\$71,750	\$77,050	\$82,350	\$87,650

If more than one fee payment amount applies to a unit, the landlord pays the higher amount for the unit. Each tenant then shares on an equal pro-rata basis.

A “qualified” tenant is any tenant who is 62 years of age or older, handicapped as defined in §50072 of the California Health & Safety Code or disabled as defined in Title 42 United States Code §423; or is a person residing with one or more minor dependent children (as determined for federal income tax purposes). All other tenants are “eligible” tenants.

For additional information, please call the HCIDLA Customer Service Hotline at (213) 808-8888 or (866) 557-RENT.

FILING A COMPLAINT FOR VIOLATIONS OF THE RSO

1. What are the grounds for filing a complaint?

Complaints may be filed for non-registration of a rental unit, a notice to evict based on false and deceptive grounds, non-receipt of relocation assistance for no-fault evictions, illegal rent increases, and an illegal reduction of housing services.

2. How is a complaint filed?

The tenant completes a formal "Tenant Complaint Form" and submits it to the HCIDLA, Rent Investigation and Enforcement Section. A complaint form is available at <http://hcidla.lacity.org>. Tenants may also file a complaint by contacting the Rent Hotline at (213) 808-8888.

3. What supporting evidence must accompany a complaint form?

Photocopies (not originals) of rent receipts, canceled checks, the lease or rental agreement, notices to evict, correspondence, and other supporting documents, depending on the type of complaint.

4. What is the complaint process?

The complaint process involves several steps:

- A. The tenant submits the complaint form to the Rent Investigation and Enforcement Section;
- B. The tenant then receives a letter indicating the case number and name of the investigator assigned to the case;
- C. The investigator contacts the tenant;
- D. The landlord is then contacted if it appears a violation of the RSO has occurred;
- E. Resolution of the RSO violation is attempted; and
- F. If the case is not resolved, it may be referred to the City Attorney's Office.

5. What section handles complaints?

The Rent Investigation and Enforcement Section of the Rent Stabilization Division.

6. When should a tenant visit the investigator?

In most cases, business related to a complaint can be handled by e-mail, telephone or through written correspondence. However, if an office visit is necessary, an appointment should be scheduled and confirmed in advance.

COMMONLY ASKED QUESTIONS

1. Can a security deposit or last month's rent be increased?

Yes, but only by the annual allowable percentage and at the same time that percentage is applied. A new landlord cannot ask for an additional security deposit.

2. Is the landlord required to pay interest on a security deposit?

The Ordinance does not require payment of interest on security deposits for mobilehome parks. The security deposit may not exceed two months' rent.

3. Can a late fee be charged if a tenant is late with the rent?

Yes, if the late fee amount was part of the original rental agreement.

4. When is rent considered late?

California Civil Code §798.56.C provides for a 5 day grace period

5. Why are the procedures different for mobilehomes and mobilehome parks?

In addition to the RSO, State law governs mobilehome parks.

6. What notice must a landlord give prior to increasing the rent?

The state Mobilehome Residency Law requires a park owner to give at least 90 days written notice prior to an increase in rent.

7. Is rent decontrolled for a mobilehome site located within a mobilehome park when a tenant sells the mobilehome which remains on the same site?

No, in accordance with LAMC §151.06 F2 of the RSO, if the site of a mobilehome is voluntarily vacated by all the tenants as a result of a sale of a mobilehome, and where the mobilehome is not removed from the site, then the maximum rent may be increased by an amount not to exceed the rent on any existing comparable site in the park, or ten percent, whichever is lower.

8. Are there any additional rent increases that may be passed on when a new tenant takes possession of a mobilehome?

Yes, a landlord may pass on to tenants an annual rent increase if such an increase has not been passed on for the mobilehome during the previous twelve or more months.

9. Is rent decontrolled for a mobilehome site within a mobilehome park when a mobilehome is removed from the site?

Yes, except when a mobilehome is temporarily removed from a site for repairs, or when a mobilehome is being replaced with a new mobilehome, which at least one of the original tenants will occupy.

10. Under what other circumstances is the rent on a mobilehome site decontrolled?

After a voluntary vacancy (except when the vacancy is the result of a sale of a mobilehome that remains on the same site of a mobilehome park), and when a tenant is evicted for non-payment of rent or for violating the terms of his or her rental agreement and the mobilehome is permanently removed. [LAMC §151.06.F]

11. When do the RSO's limits on rent increases not apply to my mobilehome lease?

- b. The mobilehome park received its first permit to operate after February 10, 1986.
- c. The mobilehome space is located on acreage added to the park after February 10, 1986.
- d. The mobilehome space is a newly constructed space initially held out for rent after January 1, 1990.
- e. The mobilehome space is located outside of the boundaries of the City of Los Angeles.
- f. The mobile home lease is longer than 12 months. However, the lease must conform to the requirements of California Civil Code §798.17 and LAMC §151.29. Civil Code §798.18 prohibits automatic renewals of a lease for a term longer than 12 months. If the mobilehome owner and park management do not agree to renew the lease, the mobilehome lease becomes a month-to-month lease subject to the provisions of the RSO.
- g. The mobilehome is not the principal residence of the homeowner and the homeowner has not rented the mobile home to another party. A mobilehome is deemed to be the principal residence of the homeowner unless a review of state or county records demonstrates that the homeowner has a homeowner's exemption for another property in the state. [California Civil Code §798.21]

12. Do I have to accept a long term lease which deprives me of RSO protections?

No. Civil Code §798.17 and LAMC §151.29 gives homeowners, including prospective homeowners, the right to review the proposed long term lease and to reject it within 30 days and opt instead for a 12 month lease agreement or month-to-month rental agreement.

13. Can a park owner amend park rules and regulations?

Yes. California Civil Code §798.25 provides that management must notify the homeowners of the proposed change in writing. The notice must also provide 10 days notice for a meeting between management and homeowners to discuss the changes. If the homeowner consents to the rule change, management may immediately implement the rule change. If the homeowner does not consent, management may implement the rule upon written notice of at least 6 months (or upon written notice of at least 60 days for recreational facilities).

If the amendments are for rules mandated by a change in the law, management may implement the amendment to park rules with or without the homeowner's consent upon written notice of at least 60 days.

Management may not create a new fee through park rule amendments that has not been expressly agreed upon by the homeowner and management in the written lease.

14. What fees are authorized by the state Mobilehome Residency Law?

Management may not only charge the homeowner for rent, utilities and incidental reasonable charges for services actually rendered. Specifically, management may not charge a fee for obtaining a lease on a mobilehome lot for a term of 12 months or less.

Management may only charge for services actually rendered if they were listed in the rental agreement or if the homeowner has been provided with 60 days written notice prior to the imposition of the charge. Management may also impose government fees or assessment in conformance with California Civil Code §798.49.

15. What recourse do I have if I believe that I am being overcharged for utilities in my park?

Most parks are "master-meter" operators which own, operate and maintain the various utility systems within the parks. Master meter customers are not supposed to be charged any more than the serving utility would charge, including the passing on of any low income rebates such as "CARE." Residents can call the County Weights and Measures to check the accuracy of meters. Residents may also take recourse for errors in billings or failure to provide CARE discounts in civil court.

16. Does the mobilehome have to be removed when it is sold because it is too old?

The Mobilehome Residency Law (California Civil Code §798.73) provides that in the event of the sale of a mobilehome to a 3rd party, in order to upgrade the quality of the park, management may require that a mobilehome be removed from the park where the mobilehome:

- a. Is not a mobilehome as defined in the State Mobilehome Residency Law (Civil Code §798 et seq);
- b. Is more than 17-25 years old (depending on when the mobilehome was manufactured and whether it is more than 20 feet wide) and the mobilehome does not comply with state health and safety and construction standards;
- c. Is in significantly rundown condition or disrepair. Management shall use reasonable discretion in determining the general condition of the mobilehome and its accessory structures and shall bear the burden of demonstrating that the mobilehome is in a significantly rundown condition.

Management may not require removal of the mobilehome, pursuant to the above, unless it has specifically provided notice to the mobilehome owner of the specific condition that permits the owner to require the mobilehome's removal.

17. Can the Park Management require prior approval of the purchaser of my mobile home?

Management may require approval of a purchaser of a mobile home that will remain in the park. The seller must give notice of the sale to management before the close of the sale. Approval cannot be withheld if the buyer has the ability to pay the rent and charges of the park unless management determines that the buyer will not comply with park rules based on prior tenancies.

18. Which enforcement agency has jurisdiction over substandard conditions in a mobile home park?

The California Department of Housing and Community Development, Division of Codes and Standards, has jurisdiction over health and safety violations in a mobile home park. [LA County Municipal Code Chapters 11.32 and 11.38]

19. Who should I contact if I find raw sewage on the property, or if there are standing pools of water that pose a substantial risk of being breeding grounds for mosquitoes?

The Los Angeles County Health Department will respond to mobile home tenant emergency complaints if they pertain to sewage or pools. For sewage complaints, call the **Public Health Programs** Environmental Health Call center line at **(888) 700-9995** or for sewage spills call the Los Angeles County's Information line at **(213) 974-1234**. For pools that pose a threat of mosquito infestation, call **(626) 430-5360**.

For all other complaints and concerns regarding health and safety issues in mobile home parks, call the **State Department of Mobile Homes** at **(916) 445-9471**, or the **State Housing and Community Development Agency** at **(800) 952-8356** or **(951) 782-4420**.

GOVERNMENT REFERRAL AND RESOURCE INFORMATION

Requests for HCIDLA information bulletins, complaint forms, or questions about possible violations of the RSO (e.g., illegal rent increase, illegal reduction of services, non-payment of relocation assistance fee, notice to quit based on false and deceptive grounds, and unit(s) not registered) can be directed to the **Rent Stabilization Information Hotline** at **(213) 808-8888** or **(866) 557-7368**, Monday through Friday, from 9:00 a.m. to 4:00 p.m.

1. Questions regarding RSO capital improvement pass-through can be directed to the **Case Analysis Section** at **(213) 928-9063**.
2. The HCIDLA Handyworker Program provides free minor repairs City of Los Angeles residents who are low and moderate income homeowners, are senior citizens 62 years and older, or physically disabled. Emergency repairs that directly affect the occupants' health and safety are also provided to other low and moderate income homeowners. Eligible repairs are limited to work that does not require a City Building permit or formal inspection. The program provides up to \$2,500 of free parts and labor to qualified homeowners. The **Handyworker Program** can be contacted at **(213) 808-8803**.
3. The **Dispute Resolution Program** offered by the Los Angeles City Attorney's Office is a free mediation service for settling all types of civil disputes. Call the **Downtown Office** at **(213) 978-1880** or e-mail: mediate@lacity.org for information and assistance.
4. The City of Los Angeles Office of Finance, Tax and Permit Division offers a Utility User's Tax Exemption/Electric and Water Lifeline Rate to persons who are age 62 and over, or to persons who are permanently disabled and whose total household income does not exceed \$32,600 annually, not including social security. You can obtain the proper forms from your mobilehome park manager. For questions or forms, call the **Office of Finance's Tax Exemption Unit** at **(213) 978-3050**. For specific questions regarding the Lifeline Rate, call the **Department of Water and Power (DWP)** at **(800) 342-5397**.
5. To obtain a free copy of the California Mobilehome Residency Law (MRL) or if you have questions about this law, contact the California Department of Housing and Community Development (HCD). This office also answers questions and handles complaints about non-emergency health and safety problems within a mobilehome park and mobilehome sale warranty issues as well. The **HCD Ombudsman Office** can be reached at **(800) 952-5275** or by email at transfer@hcd.ca.gov. More information is available on the HCD website at <http://www.hcd.ca.gov>.

6. You can also access the California Mobilehome Residency Law (MRL) at the **Official California Legislative Information** website at www.leginfo.ca.gov. Click on the California Law button, then click on the Civil Code box, and search by keyword 798 (which stands for Section 798 of the California Civil Code or the beginning of the MRL).
7. Questions about emergency health and safety problems or permits and inspections within a mobilehome park can be directed to the **HCD office in Riverside** at **(951) 782-4420**. Complaints regarding emergency health and safety problems should be referred to the **HCD Ombudsman Office** at **(800) 952-5275**.
8. Questions about the registration or titling of a mobilehome can be directed to **HCD Registration and Titling** at **(800) 952-8356**. Forms can be obtained on the HCD website at <http://www.hcd.ca.gov>. Local HCD offices that handle registration and titling of mobilehomes through the mail or in person are as follows:

Santa Ana at **(714) 558-4974**
Riverside at **(951) 782-4431**
9. Information regarding discrimination in housing can be obtained by calling the **Housing Unit** of the **California Department of Fair Employment and Housing** at **(800) 884-1684** or for TTY at **(800) 700-2320** or by accessing its website at www.dfeh.ca.gov.
10. Utilities: The Los Angeles County Agriculture Commissioner Weights and Measures is authorized to check the accuracy of utility meters and meter billing in sub metered parks. It determines whether correct utility rates are being used to bill tenants.

According to the Public Utilities Commission (PUC) Code, utility rates should be posted in a public viewing location in the Mobilehome Park and should be the same rates charged to the park owner by the utility company.

The Los Angeles County Agriculture Commissioner Weights and Measures Complaint Department can be reached at (562) 622-0400 or (800) 665-2900, Monday through Thursday, from 7:00 a.m. to 5:30 p.m.

11. Utility discount programs: gas, electricity and water utility companies have discount programs available for low income seniors, permanently disabled persons, and non-senior low income persons. Application forms for these discounts can be obtained from your mobilehome park manager. For further questions, call the specific utility company.

12. **California Public Utilities Commission Consumers Affairs (CPUC) can be reached at (800) 649-7570.**

Regarding a safety problem with gas, call the **utility company** or the **CPUC Safety Branch** at **(800) 755-1447**.

ADVOCACY ORGANIZATIONS FOR MOBILEHOME OWNERS

The **Golden State Manufactured-Home Owners League, Inc. (GSMOL)** is an organization that provides information and legislative education for its members. The membership fee is \$25 per year and includes a monthly publication and voting rights (for an additional \$10, a spouse may be added and receive voting rights). GSMOL can be contacted at **(800) 888-1727** or **(714) 826-4071**, Monday through Friday, from 9:00 a.m. to 4:00 p.m., or by writing to 6101 Ball Road #202, Cypress, CA 90630.

The main goal of GSMOL is to promote legislation that protects the rights of mobilehome residents. GSMOL also provides its members with annual updated copies of the California Mobilehome Residency Law (MRL). For updates on **legislative activity**, call the GSMOL Hotline at **(800) 888-1727**, Monday through Friday, from 9:00 a.m. to 4:00 p.m. You can also access GSMOL's website at <http://www.gsmol.org> for information about the organization.

ADVOCACY ORGANIZATIONS FOR MOBILEHOME PARK OWNERS

Western Manufactured Housing Communities Association (WMA) is a nonprofit organization created in 1945 for the exclusive purpose of promoting and protecting the interests of owners, operators and developers of manufactured home communities. It is the largest statewide organization of its kind in the country. WMA offers its members trade publications, landlord/tenant forms, educational opportunities and representation before the California State Legislature, in Washington D.C., as well as at the local government level. You can also access WMA's website at <http://www.wma.org> for information about the organization. You can contact **James Litz**, the WMA's Regional Representative, at **(310) 704-2767** or via email at jwlitz@jameswlitz.com.

PILOT REFERRAL MECHANISM TO INVESTIGATE DIFFICULT MOBILEHOME PARK ISSUES

If there is an issue that does not come under the Rent Stabilization Ordinance that a mobilehome park resident or mobilehome park owner cannot resolve by consulting and using this Reference Guide, it may be possible to have a volunteer member of the RAC's Mobile Home Park Task Force (MHPTF) conduct an independent investigation of the matter. Please submit your request in writing to the following:

Mobile Home Park Task Force (MHPTF)
c/o Rent Adjustment Commission (RAC)
Los Angeles Housing + Community Investment Department
P.O. Box 17340
Los Angeles, CA 90017-0340

Or e-mail your request to the MHPTF at: HCIDLA.MHPTF@LACITY.ORG.

Note that at this time, this is a pilot referral mechanism being explored as a means to resolve difficult mobilehome park problems.

APPENDICES

- A. Listing of Mobile Home Parks Located Within the City of Los Angeles

REFERENCE GUIDE CONTRIBUTORS

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Mobile Home Parks in the City of Los Angeles

APPENDIX A

	Park Name	Address	CD	APN	# of Spaces
1	AAA TRAILER HOME ESTATES	660 SAN FERNANDO RD. LOS ANGELES, CA 90065	1	5453-010-006	27
2	ELM LANE TRAILER PARK	7337 ETHEL AVE. NORTH HOLLYWOOD, CA 91605	2	2327-001-056	32
3	SIERRA SPRINGS (VICABOB Trailer Village)	7560 WOODMAN PL. VAN NUYS, CA 91405	2	2328-001-006	135
4	CANOGA MOBILE ESTATES	8811 CANOGA AVE. CANOGA PARK, CA 91304	3	2779-019-025	199
5	ETON MOBILEHOME PARK	8901 ETON AVE. CANOGA PARK, CA 91304	3	2779-017-020	111
6	KONA KAI	8800 ETON AVE. CANOGA PARK, CA 91304	3	2779-016-015	116
7	RESEDA M/H PARK	6545 WILBUR AVE. RESEDA, CA 91335	3	2128-003-017	108
8	RIVIERA MOBILE ESTATES	8801 ETON AVE. CANOGA PARK, CA 91304	3	2779-016-009	151
9	BIRMINGHAM TRAILER VILLAGE	7740 BALBOA BLVD. VAN NUYS, CA 91406	6	2205-007-015	187
10	FASSLER TRAILER PARK	11167 PENROSE ST. SUN VALLEY, CA 91352	6	2408-023-002	12
11	LAUREL CANYON MOBILE ESTATES	9051 LAUREL CANYON BLVD. SUN VALLEY, CA 91352	6	2629-032-005	60
12	PARK ROYALE	7650 BALBOA BLVD. VAN NUYS, CA 91406	6	2205-008-023	145
13	SHADY GROVE TRAILER PARK	16811 SATICOY ST. VAN NUYS, CA 91406	6	2205-008-008	23
14	SUN DOWN TRAILER PARK	8391 SAN FERNANDO RD. SUN VALLEY, CA 91352	6	2632-002-001	44
15	VALENCIA TRAILER GROVE	7800 BALOA BLVD. VAN NUYS, CA 91406	6	2205-007-026	63
16	VALLEY VILLAGE M/H PARK	8250 LANKERSHIM BLVD. NORTH HOLLYWOOD, CA 91605	6	2311-001-001	196
17	WOODLEY TRAILER LODGE	7936 WOODLEY AVE. VAN NUYS, CA 91406	6	2206-006-003	26
18	BERMUDA M/H COMMUNITY	10812 LANGDON AVE. MISSION HILLS, CA 91342	7	2664-015-032	194
19	BLUE STAR PARK, INC *	12401 FILMORE ST. SYLMAR, CA 91342	7	2526-023-049	30
20	FOOTHILL PALMS M/H PARK	12001 FOOTHILL BLVD. LAKE VIEW TERRACE, CA 91342	7	2531-016-017	94
21	GLENOAKS MOBILE MANOR	10471 GLENOAKS BLVD. PACOIMA, CA 91331	7	2537-001-025	70
22	GOLDEN TRIANGLE	10811 COLUMBUS AVE. MISSION HILLS, CA 91345	7	2615-001-006	29
23	LOS OLIVOS M/H PARK	15831 OLDEN ST. SYLMAR, CA 91342	7	2603-015-028	81
24	LUMARK TRAILER PARK	12301 SAN FERNANDO RD. SYLMAR, CA 91342	7	2611-008-008	105
25	MISSION MOBILE MANOR	15300 BRAND BLVD. MISSION HILLS, CA 91345	7	2615-001-001	95
26	MONTE VISTA MOBILE ESTATES	8100 FOOTHILL BLVD. SUNLAND, CA 91040	7	2559-001-026	75
27	MONTEREY MANOR	10900 N. SEPULVEDA BLVD. MISSION HILLS, CA 91345	7	2615-001-003	71
28	OAKDALE MOBILE-HOME PARK	10799 SHERMAN GROVE AVE. SUNLAND, CA 91040	7	2555-001-007	86
29	OAKRIDGE MOBILE-HOME PARK	15455 GLENOAKS BLVD. SYLMAR, CA 91342	7	2582-002-017	600
30	RANCHO HERMOSA	16079 YARNELL ST. SYLMAR, CA 91342	7	2603-009-014	93
31	SANTIAGO ESTATES	13691 GAVINA AVE. SYLMAR, CA 91342	7	2580-017-007	303
32	SHADOW HILLS MOBILE HOME PARK	12600 VAN NUYS BLVD. PACOIMA, CA 91331	7	2532-008-008	96
33	SHELTER ISLE	10965 GLENOAKS BLVD. PACOIMA, CA 91331	7	2536-013-007	260
34	SHERMAN GROVE M/H PARK	10711 SHERMAN GROVE AVE. SUNLAND, CA 91040	7	2555-001-005	76
35	SUNLAND TRAILER PARK	10444 SHERMAN GROVE AVE. SUNLAND, CA 91040	7	2560-004-008	52
36	SYLMAR MANOR	13120 BRADLEY AVE. SYLMAR, CA 91342	7	2501-008-051	66
37	TAHITIAN MOBILE-HOME PARK	15445 COBALT AVE. SYLMAR, CA 91342	7	2501-005-008	236
38	WARD'S MOBILE HOME PARK	12245 SAN FERNANDO RD. SYLMAR, CA 91342	7	2611-008-020	39
39	PALISADES TRAILER BOWL	16321 PACIFIC COAST HWY PACIFIC PALISADES, CA 90272	11	4414-021-025	173
40	TAHITIAN TERRACE	16001 PACIFIC COAST HWY PACIFIC PALISADES, CA 90272	11	4414-021-024	158
41	CASCADE MOBILE VILLA	14748 SAN FERNANDO RD. SYLMAR, CA 91342	12	2601-004-009	5
42	CHATSWORTH M/H PARK	21500 LASSEN ST. CHATSWORTH, CA 91311	12	2746-005-006	198
43	INDIAN HILLS VILLAGE	11401 TOPANGA CANYON BLVD. CHATSWORTH, CA 91311	12	2723-021-084	138
44	NORTHRIDGE MOBILE-HOME PARK	19120 NORDHOFF ST. NORTHRIDGE, CA 91324	12	2784-001-136	168
45	SUNBURST MOBILE-HOME PARK	21001 PLUMMER ST. CHATSWORTH, CA 91311	12	2746-007-003	118
46	VALLE VERDE COURTYARD	20652 LASSEN ST. CHATSWORTH, CA 91311	12	2748-004-025	185
47	EAGLE ROCK SPRINGS TRAILER	5051 ARGUS DR. EAGLE ROCK, CA 90041	14	5686-009-004	31
48	MONTEREY TRAILER PARK	6411 MONTEREY RD. LOS ANGELES, CA 90042	14	5312-003-029	22
49	A-1 TRAILER PARK	1280 PACIFIC COAST HWY HARBOR CITY, CA 90710	15	7411-019-016	91
50	ABC WISHING WELL	20315 DENKER AVE. TORRANCE, CA 90501	15	7351-017-020	34
51	ARROW TRAILER PARK	1523 W. 259TH ST. HARBOR CITY, CA 90710	15	7411-007-047	15
52	EL RANCHO VERDE	1501 PALOS VERDES DR. HARBOR CITY, CA 90710	15	7411-015-028	131
53	HARBOR CITY M/H PARK	760 W. LOMITA BLVD. HARBOR CITY, CA 90710	15	7413-022-011	192
54	MERLES MANOR MOBILE PARK 2	1000 N. FIGUEROA ST. WILMINGTON, CA 90744	15	7416-004-017	87
55	PALOS VERDES RANCHO M/H PARK	26200 FRAMPTON AVE. HARBOR CITY, CA 90710	15	7411-022-030	93
56	PALOS VERDES SHORES MOBILE ESTATES	2275 W. 25TH ST. SAN PEDRO, CA 90732	15	7563-006-019	242
57	WILMINGTON M/H LODGE	900 E. DENNI ST. WILMINGTON, CA 90744	15	7425-007-017	59

* Blue Star MHP contains 186 spaces; only 30 spaces are located within the City of Los Angeles.