



COLORADO
Department of Local Affairs
Division of Housing

Mobile Home Park Oversight Program Annual Report

Fiscal Year 2023-2024

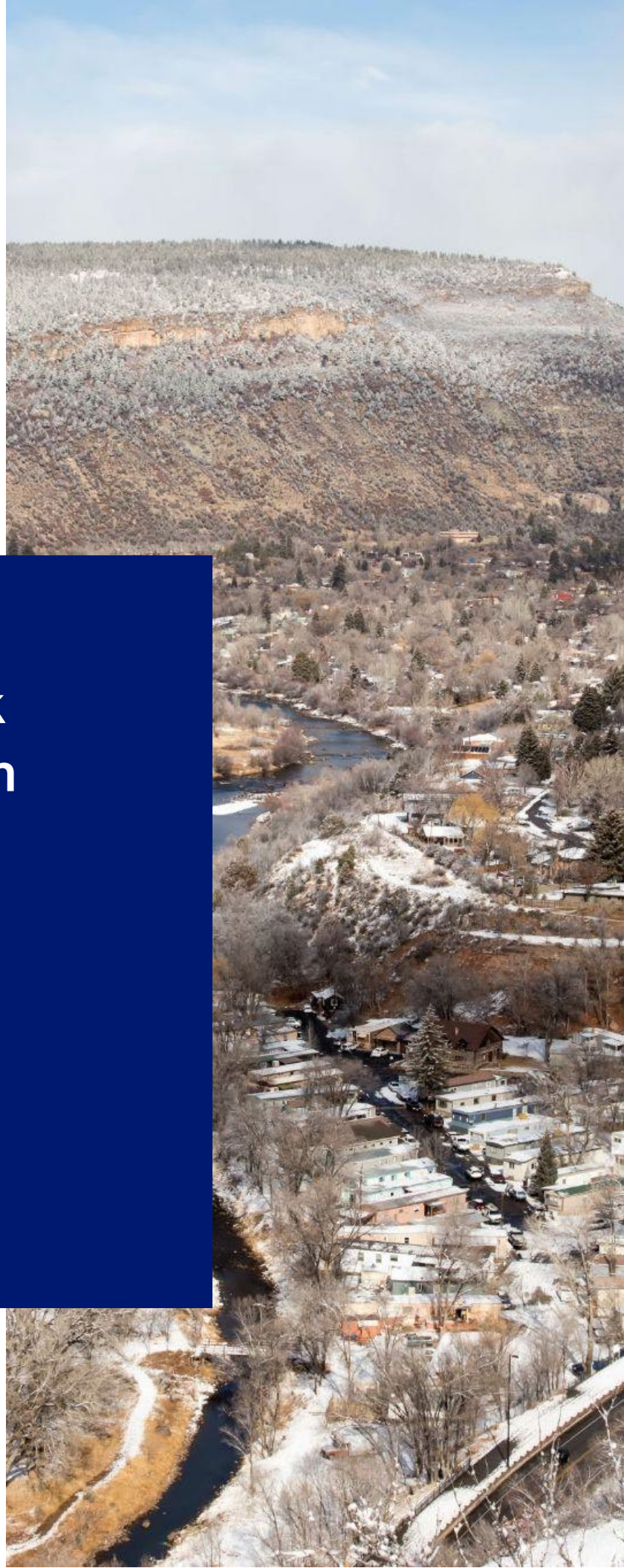


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Introduction

Pursuant to sections 38-12-1104(2)(g) and 38-12-1109, C.R.S., the Division of Housing (division) presents this annual report on the Mobile Home Park Oversight Program (MHPOP or the program) for state fiscal year 2023 to 2024 (July 1, 2023 to June 30, 2024) to the House Transportation and Local Government Committee and the Senate Local Government Committee. A copy of this report is published on [MHPOP's website](#).

Under section 38-12-1109, C.R.S., the following information for fiscal year (FY) 2023-2024 is included in this report:

1. The number of constituents contacted by the division about the program;
2. The number of complaints received under the program;
3. A brief summary of the nature of the complaints received by the program;
4. The number of complaints resolved by the program;
5. How the complaints under the program were resolved;
6. The number of administrative appeals under the program;
7. A summary of any relevant court decisions relating to the program; and
8. A summary of results of an annual constituent survey conducted by an independent contractor.

The division has also included the following information in this report, which is not required by statute but may be of interest to the public:

9. The number of mobile home parks (MHPs) registered with the program;
10. Compliance checks for postings of the required Notices of Home Owner and Resident Rights in MHPs; and
11. Updates on staff positions for the program.

Constituents Contacted about the Program

The division maintains a toll free phone number and an email address for members of the public to communicate with program staff, as well as a public email list and webpages for the public to get





information on the program. **Constituent engagement with the program’s toll-free phone number, email list, and website all increased in FY 2023-2024.**

- In FY 2023-2024, the division received and addressed approximately 1,249 phone calls to the program’s toll-free phone number, about 36 more phone calls than in FY 2022-2023.
- The division’s email list for communicating with the public about the program has 2,154 members, about 50 more members than FY 2022-2023.¹
- The division’s webpages on the program had 32,927 unique pageviews in FY 2023-2024, an increase of 7,991 unique pageviews from FY 2022-2023.²
 - On May 14, 2024, the Division of Housing’s web domain changed from cdola.colorado.gov to doh.colorado.gov. MHPOP staff reorganized content and edited for plain language to increase readership and make the program’s webpages more accessible.

Division staff spoke at 13 events and public meetings in FY 2023-2024 to educate interested parties about and solicit public feedback on the Mobile Home Park Act (the act, Part 2 of Article 12 of Title 38 of the Colorado Revised Statutes, or C.R.S.), Dispute Resolution and Enforcement Program (DREP, Part 11 of Article 12 of Title 38, C.R.S.), and program rules (8 CCR 1302-15). These meetings drew approximately 519 attendees, and included a mix of mobile home owners, MHP owners and managers, attorneys, housing organizers, city and county officials, and state legislators.³ Five of these events were in person, and eight events were held virtually and could be joined either by phone or computer.

The division conducted one emergency rulemaking in June 2024 and one permanent rulemaking in August 2024 to clarify and implement House Bill (H.B.) 24-1294, Mobile Homes in Mobile Home

¹ In FY 2023 to 24, the division shared information by e-mail on: public meetings and training; proposed and finalized changes to program regulations; park registration information and deadlines; park sales; the Mobile Home Park Water Quality Act; the annual report and the annual Notices of Home Owner and Resident Rights and Responsibilities.

² This website data was collected using Google Analytics.

³ The number of attendees may be higher than the number of unique attendees, as several attendees participated in more than one program meeting.





Parks and H.B. 24-1098, Cause Required for Eviction of Residential Tenant. The division received 34 public comments (written and verbal) on the proposed rules.

Number of Complaints Received

The program received approximately **214 complaints** between July 1, 2023 and June 30, 2024, as compared to 224 complaints in FY 2022-2023. The program also opened two group complaints based on individual complaints received by the program that included the same or similar allegations against the same party.

Because the division allows complainants to submit more than one issue on a single complaint form, a single complaint often included several alleged violations of the act or DREP. Program staff identified about **373 alleged violations of the act or DREP** in complaints submitted in FY 2023-2024.

In addition to receiving and investigating complaints, the program opened additional cases in FY 2023-2024 against MHP landlords for violations of the DREP (Part 11 of Article 12 of Title 38, C.R.S.). Specifically:

- Approximately **43 delinquent registration cases**⁴ against landlords who failed to submit a complete registration or registration renewal for their MHP by the deadline; and
- About **260 cases** against landlords for **failing to properly post or maintain the required Notices of Home Owner and Resident Rights and Responsibilities** in all common areas of their MHP.

⁴ This number includes both late registration cases and cases against unregistered MHPs.





Nature of Complaints Received

As was the case in previous fiscal years, the vast majority of complaints submitted in FY 2023-2024 were filed by resident home owners against their park owner or manager.⁵

To make the complaint process more accessible to people without an attorney, the division allows mobile home owners and landlords to select general areas of concern on their complaint form, rather than identifying a specific section(s) of the law to make a complaint.⁶ After each complaint is filed, program staff review the complaint narrative and any accompanying documents and identify the section(s) of the law that the complainant is alleging the respondent violated.

Tables 1 through 3 below include the number and type of the most common alleged violations of the act or DREP filed in FY 2023-2024. For purposes of this report, the program has only included alleged violations that appeared ten (10) or more times in complaints filed in FY 2023-2024 in the table below.

Common Complaint Allegations

Table 1: Landlord Responsibilities

| Description of Allegation | Approximate Number of Alleged Violations |
|---|--|
| Landlord allegedly failed to maintain water lines, sewer lines, utility lines, or related connections owned by the landlord | 36 |
| Landlord allegedly failed to maintain trees to protect the safety of residents or their property | 33 |
| Landlord allegedly failed to maintain park premises or common | 20 |

⁵ For a discussion of potential reasons why more complaints are filed with the program by home owners instead of landlords, request MHPOP’s FY 2020-2021 Annual Report by emailing MHPOP@state.co.us.

⁶ 8 CCR 1302-15, Rule 3.9.





| Description of Allegation | Approximate Number of Alleged Violations |
|---|--|
| areas of the MHP | |
| Landlord did not pay a home owner for damage allegedly caused by the landlord’s failure to maintain park-owned utilities or park premises | 15 |
| Landlord allegedly failed to maintain roads or other pavement | 14 |
| Landlord allegedly failed to provide alternative drinking water or portable toilets during a water outage lasting more than 12 hours | 14 |
| Landlord allegedly failed to maintain the grading of a lot(s) | 13 |
| Landlord allegedly failed to provide at least 48 hours’ notice before entering a home owner’s lot | 12 |

Table 2: Water

| Description of Allegation | Approximate Number of Alleged Violations |
|---|--|
| Alleged improper charges, billing methodology, or missing disclosures | 17 |
| Timely leak or shutoff notice not provided | 17 |
| Running water not available, or not available in a reasonable amount | 14 |





Table 3: Other Common Complaint Allegations

| Area | Description of Allegation | Approximate # of Alleged Violations |
|----------------------------------|--|-------------------------------------|
| Retaliation | Landlord allegedly took retaliatory action against a home owner | 33 |
| Park rules and regulations | Park rule or regulation allegedly violates the Act | 31 |
| Rent increase | Landlord allegedly did not provide 60 days advance notice of a rent increase, increased rent more than once in 12 months, or increased rent when non-compliant | 19 |
| Park sale | Landlord allegedly did not comply with the home owner notice or opportunity to purchase requirements when selling a MHP | 12 |
| Reason for terminating a tenancy | Landlord allegedly did not have a lawful reason for terminating the home owner’s tenancy | 12 |

Number of Complaints Resolved

In FY 2023-2024, the program resolved approximately **200 complaints**⁷ from the first four fiscal years of the program. The number of resolved complaints includes 39 complaints from FY 2020-

⁷ This number includes both individual and group complaints.





2021,⁸ 36 complaints from FY 2021-2022, 44 complaints from FY 2022-2023, and 81 complaints from FY 2023-2024.

As of the publication of this report, the division has **resolved all open complaints from the first four fiscal years** of the program (May 1, 2020 through June 30, 2023). Looking ahead, the division's goals are to resolve or close the remaining complaints from FY 2023-2024 by April 30, 2025, and after that, to resolve all new complaints within 180 days.

How Complaints Were Resolved

Among the 200 complaints the program resolved in FY 2023-2024:

- Approximately **38 complaints were resolved by the parties** with the help of the program;
- The division issued **14 Notices of Violation**, and **nine (9) Notices of Non-violation**⁹;
- The division closed 28 individual complaints by combining them with other individual or group complaints¹⁰;
- The division closed 34 complaints that were not within the program's jurisdiction¹¹;
- Thirteen (13) complaints were withdrawn by the complainant¹²;
- The division declined to investigate seven (7) complaints¹³; and
- The division closed 59 complaints because the division could not reach the complainants.

⁸ This number also includes complaints submitted during the first two months of the complaint program (May 1, 2020 to June 30, 2020) which were part of FY 2019-2020.

⁹ In five (5) complaints, the division issued both a Notice of Violation and a Notice of Nonviolation.

¹⁰ Under section 38-12-1105(2), C.R.S., the division may investigate individual complaints that have been filed against the same respondent(s) and alleged similar or related violations of the act, DREP, or program rules as a group complaint.

¹¹ When the division did not have jurisdiction over a complaint, program staff provided the complainants with information on outside legal and other resources to help them with the issue(s) in their complaints.

¹² Home owners withdrew complaints for a variety of reasons, including a change in the ownership or management of the park or the home owner no longer living in the park.

¹³ MHPOP may decide which complaints to investigate. MHPOP considers (among other factors) whether the allegations show that a party violated the Mobile Home Park Act (the act), the resources available and needed for investigating the complaint, and the likelihood of success if a party appeals MHPOP's written determination of whether a violation of the act occurred.





Number of Administrative Appeals

There were **five appeals** to the Office of Administrative Courts of Notice of Violations issued by the program in FY 2023-2024. Two appeals were settled by the appealing party and the division, and three cases remain pending before the Office of Administrative Courts.

Court Decisions

There were three court decisions involving the program in FY 2023-2024.

Lawson WMP IV, LLC, Lawson, CO

On November 7, 2021, a fire occurred at Lawson Mobile Home Park (the park), which damaged or destroyed at least two mobile homes and electrical and natural gas lines at the park. On November 7, 2023, Xcel Energy contacted the program, explaining that Xcel could not set new electric meters or finalize the new gas service installation at the park because the landlord had left certain areas in a temporary, hazardous state. The program initiated an investigation and issued a cease and desist order (“CDO”) against the landlord on February 28, 2024. When the landlord did not timely comply with the CDO, the program filed for a temporary restraining order (TRO) in Clear Creek County District Court. The court granted the program’s request for a TRO on April 22, 2024. After the landlord made the necessary repairs, the program moved to dismiss the case.

T Lazy W Park, LLC, Grand Lake, CO

On December 13, 2023, the Denver District Court issued a ruling in a court case between the program and a property arguing that it is not a mobile home park because it is open seasonally. The ruling was largely unfavorable to the program, and both the program and park appealed. While the appeal was pending, the Colorado General Assembly clarified the definition of a mobile home park in state statute based on the program’s rules. The program is asking the Court of Appeals to dismiss the park’s appeal as moot or, in the alternative, overturn the district court and uphold the program’s initial decision finding the property is a mobile home park.





CC5 Vallecito, LLC, Bayfield, CO

On July 31, 2023, the program filed an amicus curiae (friend of the court) brief in a La Plata County District Court case filed by a group of home owners, who alleged their landlord violated their rights under the Mobile Home Park Act (the act) by canceling their leases and replacing them with ‘seasonal campground’ leases. The program’s amicus brief argued Vallecito Resort is subject to the act, because the landlord rents lots that accommodate mobile homes year-round. On October 6, 2023, the La Plata District Court issued a partial ruling, which accepted the program’s amicus and adopted the program’s interpretation of the act. Since the partial ruling, the Colorado General Assembly clarified the definition of a mobile home park in state statute, and the landlord and home owners settled this court case.

Annual Constituent Survey

This section summarizes the results of the program’s annual constituent survey for FY 2023-2024, conducted by an independent contractor. The division used the same contractor as it did in FYs 2020-2021, 2021-2022, and 2022-2023, Probolsky Research, to conduct the program’s annual survey in FY 2023-2024. Probolsky Research (“Probolsky”) is a market and opinion research firm with corporate, election, government, and non-profit clients throughout the US; additional information on the firm is available at the [Probolsky website](#).

Methodology

From June 12 to July 19, 2024, Probolsky conducted a survey among Colorado MHP residents, landlords, and other interested parties of the program. Probolsky developed a representative sample of respondents from consumer databases and the program’s registration database. Probolsky applied a stratified random sampling methodology to ensure that the demographic proportions of survey respondents match the demographic composition of Colorado MHP communities.

The survey included 1,092 interviews primarily conducted with respondents by online form or post mail, with a small number of telephone interviews. Probolsky reached out to landlords and tenant





home owners about the survey by sending out large mailings to potentially reach more people who have never heard of the program. Respondents chose their preferred language, English (90%) or Spanish (10%). Online respondents were able to use their computer, tablet, or smartphone to participate. Probolsky’s survey interface is American Disabilities Act (ADA) compliant in order to accommodate participants with disabilities and make sure their experience is as interactive as that of other participants. Security measures precluded individuals from completing the survey more than once.

Respondents

| Constituent Group | Respondents (number and percent) |
|--|----------------------------------|
| Resident - Mobile home owner renting lot space | 708 (65%) |
| Resident - Renting a mobile home | 40 (4%) |
| Landlord - Mobile home park owner | 158 (14%) |
| Landlord - Mobile home park manager | 61 (6%) |
| Local government official | 102 (9%) |
| Non-profit or other stakeholder group member | 23 (2%) |

Based on the FY 2023-2024 survey, the self-identified ethnic make-up of resident **mobile home owners** renting lot space and residents renting a mobile home in MHPs in Colorado is:

- White or Caucasian (61%)
- Latino or Hispanic (32%), and





- Two or more ethnicities (3%).¹⁴

Among home owners who responded to the survey, persons aged 62 and older represented the largest age group (38%), with the second largest age group being persons aged 40 to 49 (17%). More than half of home owner respondents reported having an annual household income less than \$49,999, and a majority of home owners (63%) said their household size is one to two people.

Results

Respondents were surveyed on two areas: their awareness of and experience with the Mobile Home Park Oversight Program, and their general experience with MHPs in Colorado.

Experience with the Mobile Home Park Oversight Program

A positive finding from the 2024 constituent survey is that there was a **17 percentage point increase in awareness of the program among mobile home owners** renting lot space in mobile home parks, with 48 percent of home owners reporting that they had contacted or were aware of the program (up from 31 percent in 2022).

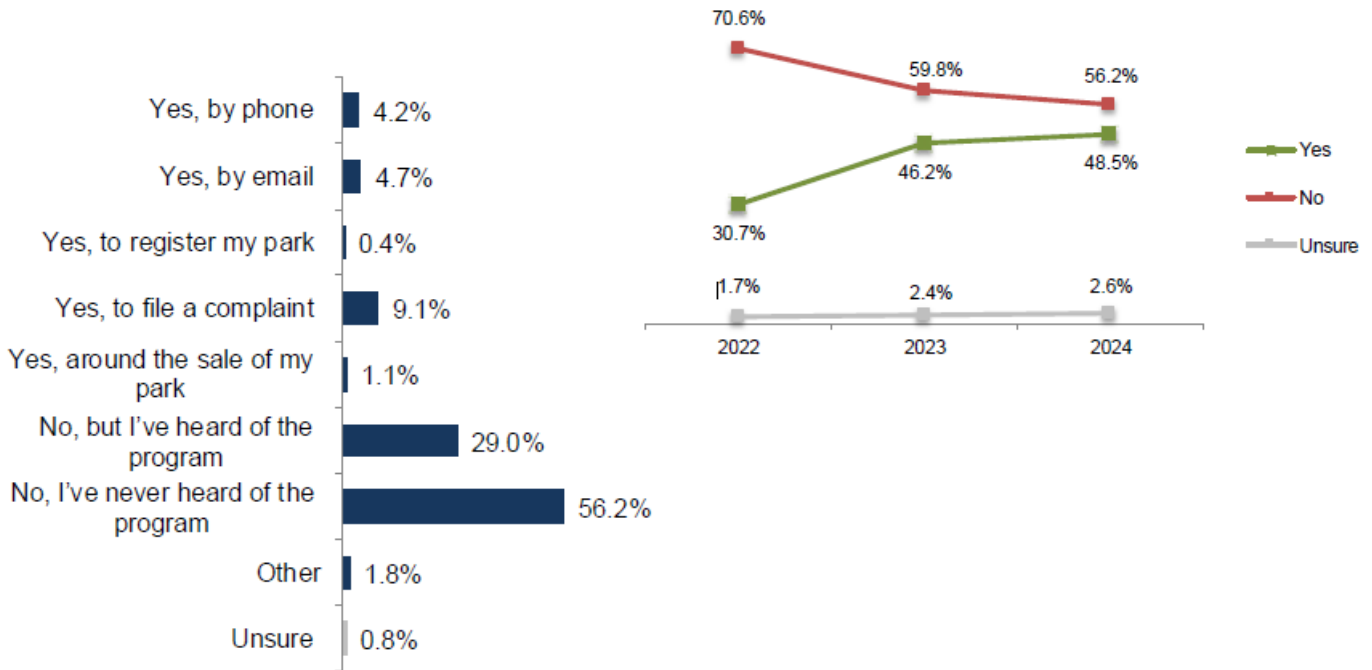
Question: Have you heard of or contacted MHPOP?¹⁵

Among mobile home owners:

¹⁴ Individuals identifying as Native American, Alaska Native, Black, African American, Asian, Pacific Islander or Other accounted for less than one percent each. About 3 percent of respondents chose “Prefer not to answer.”

¹⁵ The percentages shown add up to more than 100 percent because respondents could select more than one option in response to this question.





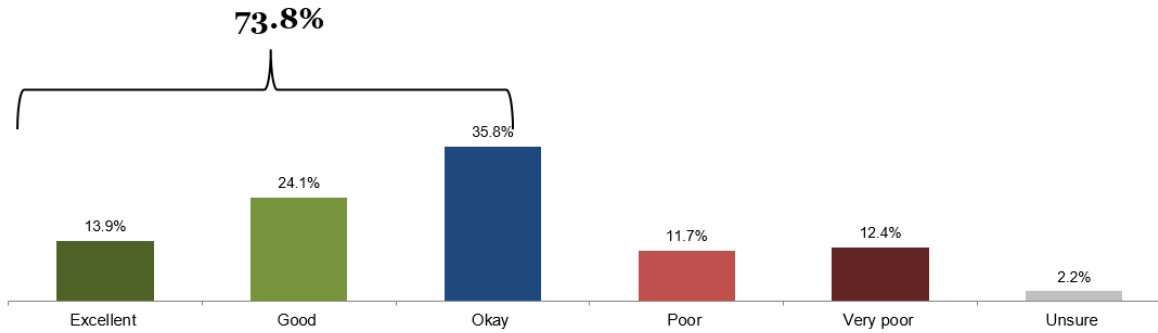
Additionally, **a majority of respondents (74%) from all constituent groups who contacted the division said that their experience with the program was positive**, an increase of five percentage points from FY 2022-2023. Among those who said their experience contacting the program was excellent or good, 36 percent said it was because of the program’s rapid response, 32 percent said it was because of good customer service, 16 percent said it was because program staff were knowledgeable or provided them a detailed response and 16 percent responded “other.”





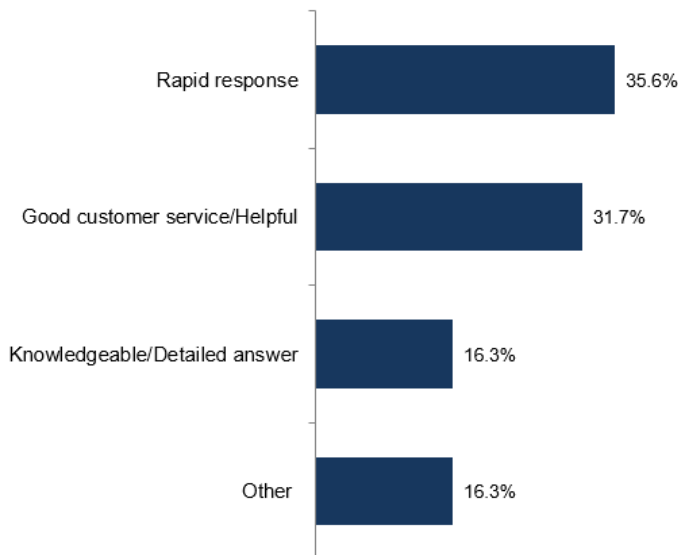
Question: How was your experience when you contacted MHPOP?

Among all respondents:



Question: Why would you describe your experience contacting MHPOP as good?

Among all respondents who contacted the program and said their experience was excellent or good:



Experience with Mobile Home Parks

The survey asked MHP tenants and landlords a variety of questions related to lot leases, MHP maintenance, lot maintenance, and other areas covered by the act. A summary of key questions and responses is below.





Written Leases

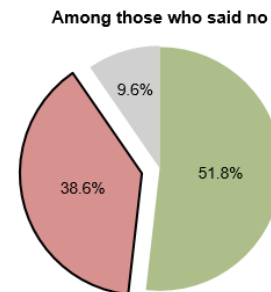
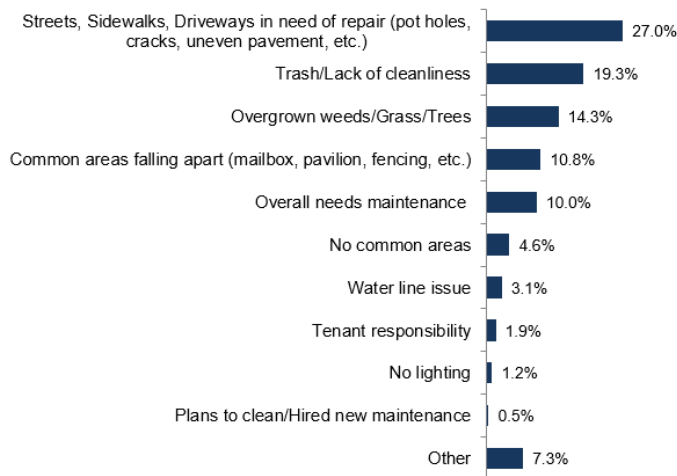
A large majority of both mobile home park landlords (80%) and mobile home owners renting lot space (82%) reported that they have written rental agreements.

Landlord Responsibilities

When asked whether their landlord maintains all common areas of the MHP in clean condition or good repair, a majority of MHP tenants (52%) responded “Yes,” and 39 percent responded “No.” The tenants who responded “No” shared the following areas of concern.

Question: Does the management or park owner maintain all common areas of your MHP in clean condition and good repair?

Among the minority of tenants who responded “No”:

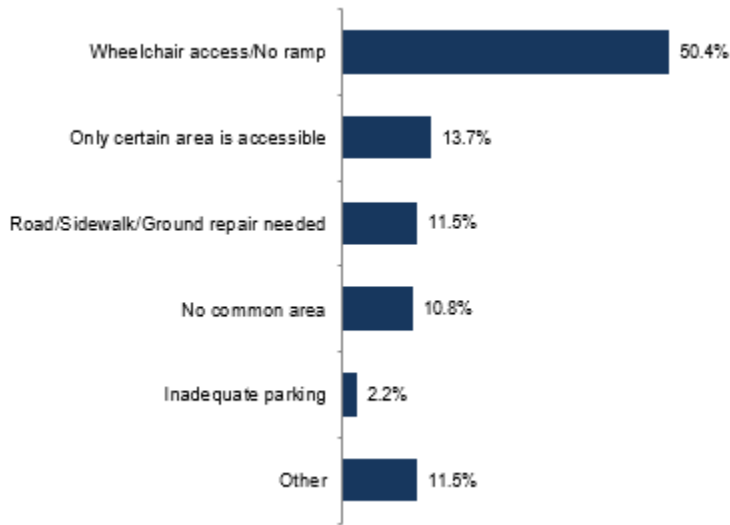


When asked whether their landlord ensures that all common areas in the MHP are accessible to people with disabilities, 45 percent of MHP tenants responded “Yes,” 23 percent responded “No,” and 32 percent were unsure. The tenants who responded “No” shared the following areas of concern.

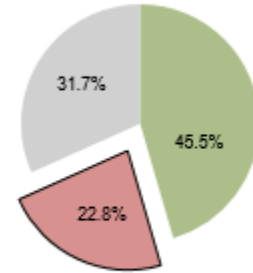
Question: Are all common areas of your MHP accessible to people with disabilities?

Among the minority of tenants who responded “No”:





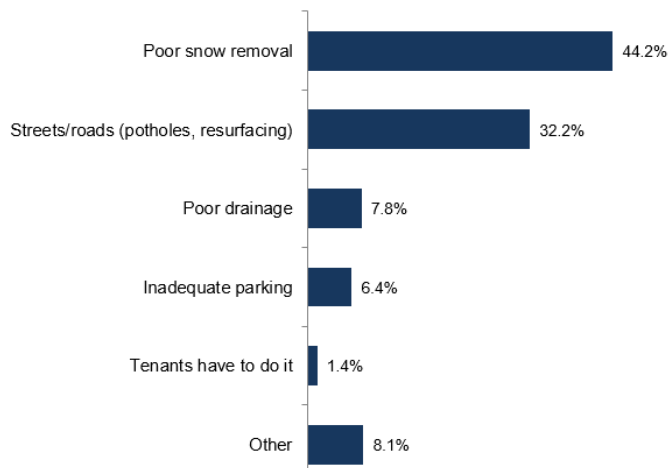
Among those who said no



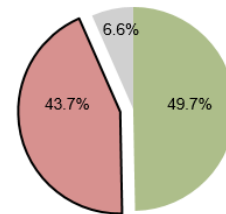
When asked whether their landlord maintains roads and other pavement in the MHP in a passable, safe condition, 50 percent of tenants responded “Yes,” 44 percent responded “No,” and 6 percent were unsure. The tenants who responded “No” shared the following areas of concern.

Question: Does the management or park owner maintain roads and other pavement within the park in a passable, safe condition that provides access for resident and emergency vehicles, which includes removing snow and ensuring adequate drainage?

Among tenants who responded “No”:



Among those who said no



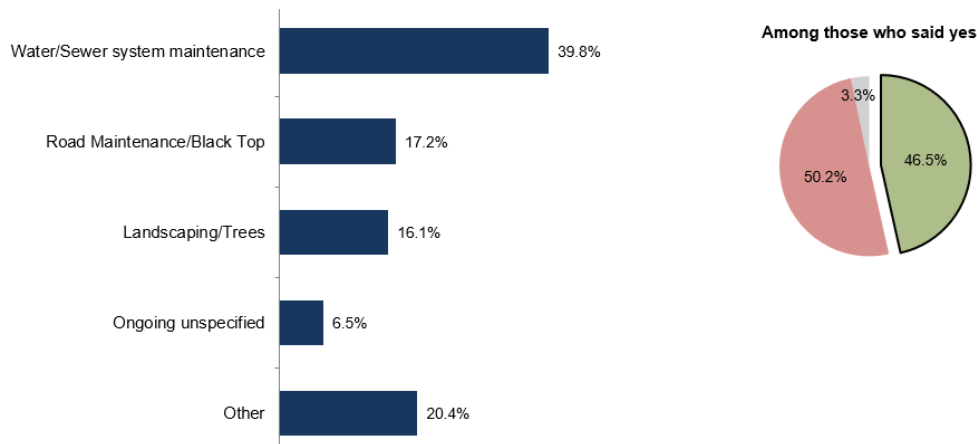


Tenants also had mixed responses when asked whether their landlord maintains trees in the park in a manner that protects the safety of residents and their property, with 43 percent responding “Yes,” 40 percent responding “No,” and 17 percent saying they were unsure.

When landlords were asked whether they have recently undertaken significant maintenance or repairs in their MHP, 47 percent of landlords responded “Yes” and 50 percent responded “No.” The most common maintenance and repair projects landlords said they took on are below.

Question: Have you recently undertaken significant maintenance or repairs on your park?

Among landlords who responded “Yes”:



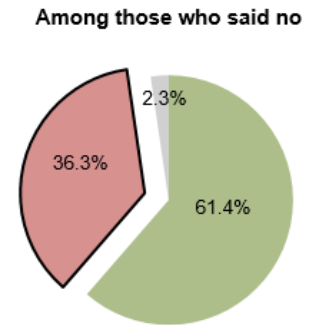
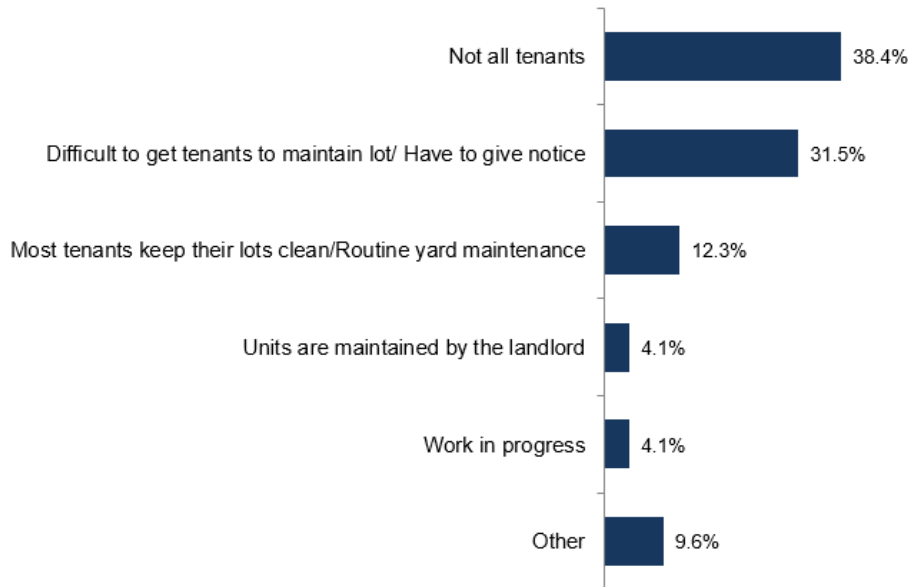
Tenant Responsibilities

When landlords were asked whether their tenant mobile home owners keep their lots clean and do routine lawn or yard maintenance, a majority of landlords (61%) responded “Yes” and a minority (36%) responded “No.” The landlords who responded “No” provided the following explanations.

Question: Do most tenant home owners keep their lots clean and do routine lawn or yard maintenance?

Among the minority of landlords who responded “No”:

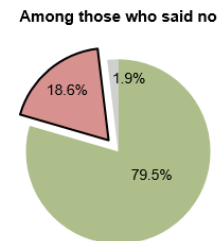
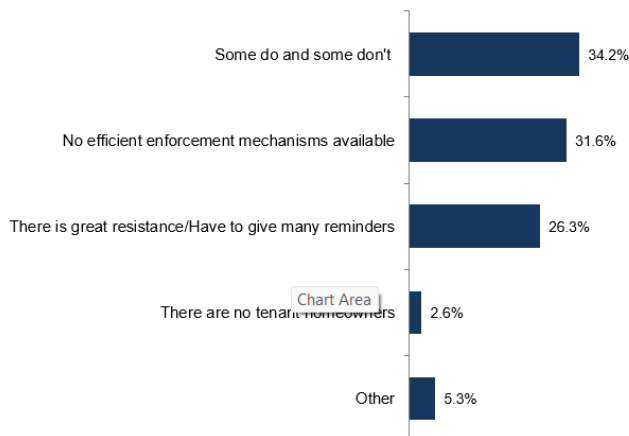




When asked whether tenant home owners generally follow the written rules and regulations for the MHP, 80 percent of landlords responded “Yes,” with only 19 percent responding “No.” The minority of landlords who responded “No” explained their response as follows.

Question: Do tenant home owners generally follow the reasonable, written rules and regulations of the park?

Among the minority of landlords who responded “No”:





2024 Park Registrations and Renewals

In 2024, there were **761 MHPs** actively or previously registered with the division.¹⁶ Across these parks, there were a total of:

- 57,977 lots;
- 48,535 lots rented to resident home owners;
- 4,349 occupied mobile homes owned and rented out by the landlord;
- 1, 201 lots with other (vacant, abandoned, etc.) mobile homes;
- 3, 892 indicated as “other” (such as vacant lots, with vehicles or structures on them other than mobile homes).

In FY 2023-2024, the program received 706 applications, of which:

- 302 were on time and complete;
- 10 were late but complete;
- 7 were first time registrations;
- 387 were incomplete and 24 of those were also late.

With regards to the incomplete applications, the program implemented a process to try contacting landlords for clarification prior to opening a case and assessing penalties. The program was successful in many situations to complete an application without opening cases. However, **34 cases** were still opened concerning missing or incomplete (i.e. delinquent) MHP registration renewals.

Among these cases:

- 15 MHPs did not submit a registration renewal before the park’s annual expiration date; and
- 19 MHPs did not submit all of the required registration information or fees before the park’s annual expiration date.¹⁷

¹⁶ The division maintains a [list of mobile home parks](#) on MHPOP’s website.

¹⁷ Under Colorado Code of Regulations (CCR) 1302-15, Rule 2.3 (effective November 30, 2020), the division does not accept incomplete registration or registration renewal forms or payments, and may consider incomplete or inaccurate registrations delinquent.





As of early November 2024, the program **resolved 19 (56%) delinquent registration cases** from FY 2023-2024, and 15 cases remained open and under enforcement by the program. As a result of H.B. 2022-1287: Protections for Mobile Home Park Residents (effective October 1, 2022), a landlord may not increase lot rent if the MHP does not have a current, active registration with the division.¹⁸ The division maintains a [public list of properties that do not have an active registration](#) on [MHPOP's website](#).

Potential Unregistered Parks

In FY 2023-2024, the program removed nine (9) properties from the program's list of potentially unregistered parks. After communications from the program, the owners of these properties either registered the park with the division, or confirmed that the property was not required to register under Colorado law.

However, the program also began tracking the registrations of "non-contiguous" properties that may meet the definition of a mobile home park. At the start of FY 2023-24, the program was aware of about 37 such properties; as of early December 2024, the program removed 33 of these properties from the program's list of potentially unregistered parks (through registration or a determination the property was not required to register).

The division is aware of 10 total remaining properties that may be MHPs, but have never registered with the state. The program continues to assess penalties and record liens against unregistered parks, as appropriate, in an effort to ensure all MHPs are registered.

Postings of DOLA Notices in Parks

One of the main ways that H.B. 2019-1309 anticipated home owners would learn about the program is through landlords posting English and Spanish Notices - describing the rights and responsibilities

¹⁸ C.R.S. section 38-12-204(4)(a).





of residents, how to file a complaint, and how to contact the program¹⁹ - in common areas of the MHP.²⁰ The division is responsible for creating, updating, and distributing the Notices to landlords annually, to post and share with residents in their park.²¹ The division is also responsible for ensuring that landlords post and maintain the postings of these Notices throughout the year, and enforcing a penalty if the division discovers that a landlord is out of compliance.²²

In FY 2023-2024, the program's Compliance Investigators continued to conduct compliance checks at MHPs to verify whether the required notices were being properly posted and maintained. Between July 1, 2023 and June 30, 2024, investigators conducted **393 compliance checks** for the required notices in 38 different counties in the state.²³ The investigators **did not find any postings** of the required notices **in 194 (49%) of the MHPs**, and found **issues with the posting or maintenance** of the notices in an additional **34 (9%) of the MHPs**.

In FY 2023-2024, the program opened about 260 cases related to home owner notice posting issues. When a case was opened, a penalty notice was sent to the landlord informing them of the issue. The program continued to give park owners the opportunity to have their initial penalty reduced by half, if the owner provided documentation to the program showing the posting violation(s) were corrected within seven (7) calendar days. Nearly all of the landlords that were issued a penalty notice corrected the postings within seven days.²⁴

¹⁹ Initially, the notices only described the rights and responsibilities of home owners renting lot space in MHPs. Effective October 1, 2023, H.B. 2022-1287 required the division to also describe the rights and responsibilities of individuals renting mobile homes in MHPs in the notices.

²⁰ C.R.S. section 38-12-1104(2)(c) and 8 CCR 1302-15, Rule 5.

²¹ C.R.S. section 38-12-1104(2)(a)-(b) and 8 CCR 1302-15, Rule 5.

²² C.R.S. section 38-12-1104(2)(c)-(d) and 8 CCR 1302-15, Rules 4.1, 4.3, and 5.

²³ This is the number of checks for compliance with the posting requirements that were completed, and may be higher than the total number of mobile home parks (MHPs) visited. That is because the investigators check for the posted notices every time they visit a MHP, and some MHPs were visited more than once last year.

²⁴ In some rare cases, the Compliance Investigators were unable to find notice postings but later received evidence from the landlord showing that the notices were posted correctly. In this situation, the program initiated case was closed with no penalty and the MHP was noted as being in compliance.

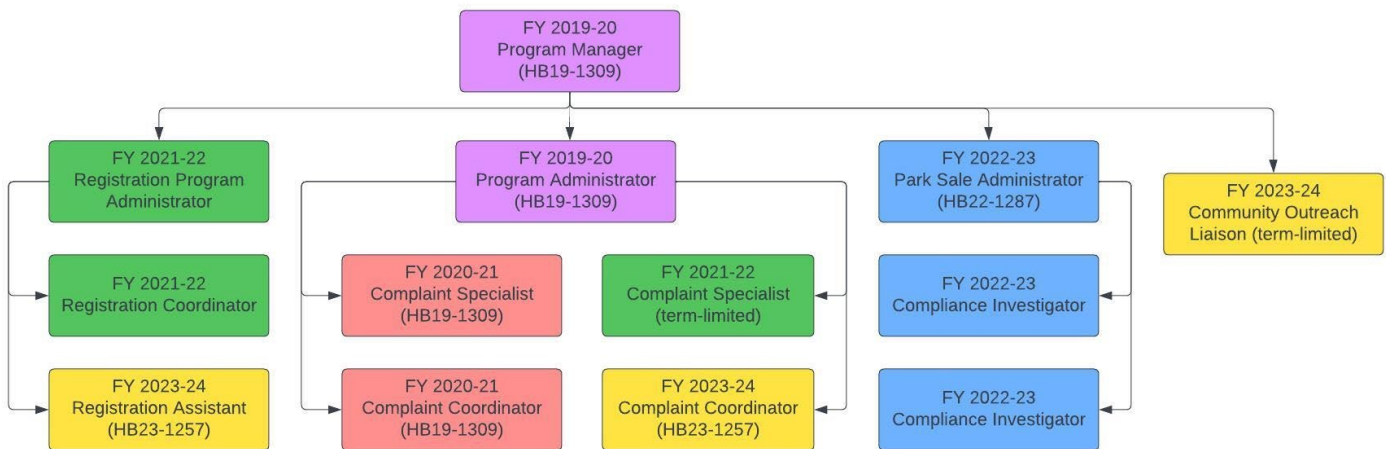




Each year, the program sends instructions for posting and maintaining the notices to every landlord in the state. In November 2023, the program also hosted a webinar for landlords on where and how to post the DOLA Notices. A recording of this webinar, along with written instructions for posting and sharing copies of the notices, are available on the MHPOP’s [Post the Notice of Home Owner and Resident Rights](#) webpage.

Program Staffing

The organizational chart below shows the staff positions for the program by state fiscal year.



- In FY 2019-2020, the division hired a Program Manager and Program Administrator under H.B. 19-1309.
- In FY 2020-2021, the division hired a Complaint Specialist and a Complaint Coordinator under H.B. 19-1309.
- In FY 2021-2022, the division hired a Registration Program Administrator, a Registration Coordinator and a Complaint Specialist who was term-limited.
- In FY 2022-2023, the division hired a Park Sale Administrator under H.B. 22-1287 in addition to two Compliance Investigators.
- In FY 2023-2024, the division hired a Complaint Coordinator and a Registration Assistant under H.B. 23-1257: Mobile Home Park Water Quality. These positions assist residents and





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landlords with complaints related to water quality and availability, and with questions on the annual registration form related to the MHP's water source and billing practices.

- In addition, the program hired a Community Outreach Liaison who is bilingual in English and Spanish. The Community Outreach Liaison is responsible for increasing awareness of the program and educating members of the public about the state's mobile home park laws. This position creates and updates educational materials for the program's webpages and customers, ensuring that these materials are in plain language and accessible for all Coloradans, including those with disabilities. The Community Outreach Liaison also meets with staff from local governments and nonprofit organizations who have questions about the program and presents on the program at community meetings and outreach events.

