

We are a group of residents in this community who are working together to help create a better community that everyone is proud to call home. We would like to share our community vision with you: Our community is a place where we have stable housing, and are free from stress, fear, and harassment. We know that this vision isn't unique to our community and is something that all families wish for their homes. We feel that we do not live in such a community.

We would like to share with you some of our experiences that we have encountered in our community that are barriers to our vision. Most of us have lived in Mountain View for many years. In the past, we have had rent increases once a year. Recently, that has turned into twice a year and the amount increased as well. The increases don't happen for everyone at the same time, and there does not seem to be equality in the process. Our community provides homes for mostly low-income residents and these rent increases put financial strain on our households. Because we don't know when or by how much the rent will increase, there is now an added stress in our lives.

In addition to the space rent increases, we have excessive and unexpected fees that show up on our monthly statements. These fees are difficult to anticipate and budget for because they are not consistent and change every time there is a new manager. We know that some of these fees are unnecessary, because we had an owner that barely charged any extra fees and the community was kept in better condition than it is now. The fee that impacts all of us is the water charges. The fees for water change from month to month even when we have not changed our habits or consumption. The office will not explain why the charges are different or explain the scale for how they calculate them. Again, the difference in our balance from month to month is impossible to anticipate and makes it difficult to afford and ensure financial stability.

The last experience that we would like to share in this letter does not have to do with our financial security; it has to do with our mental security and feeling safe in our homes. There have been times when we have seen staff looking into our windows and the windows of our neighbors. We have heard from our children that staff have approached them to ask about our living situations at home. Previous managers have even threatened lawsuits or eviction when they heard that we were trying to make our community better. Even though many of us own the homes that we live in, we don't always feel safe in our community or feel that our privacy is respected.

These are just a few of the issues that we experience in our community that make it difficult for us to realize our vision of living in a stable community that is free from stress, fear, and harassment.

As a group, we are doing the best we can to improve our community, and would really benefit from some of the protections and mechanisms that House Bill 1309 provides. In Lake County we have support from our county government, but they are currently unable to provide local protections to our community because they are a statutory government. HB1309 would give them the power to be responsive to our needs and create local solutions that fit our

community. HB1309 would also create a more clear and affordable pathway for us to seek justice for some of the practices that we have experienced in the past. Currently, it is unreasonable and unattainable for most of us to hire an attorney every time we feel our protections have been violated. We believe that HB1309 is a commonsense solution to many of the issues we face in our community and hope that you will support it.

Thank you,

Residents of Mountain View Villages