

Testimony read by Leanne Schamp

Passage of SB16-057 could ensure that reasonable, consistent expectations and protocols for all residents be available in advanced writing. It also could provide accountability and fair recourse for residents when park management is violating common, standard, fair practices by harassment, intimidation, and fear.

At Vista Village MHP in Boulder painting of homes is just one of the many things for which there are no written standards, procedures, or guidelines provided to home owners. There are no guidelines for what colors are acceptable nor how to get approval other than the "color must be pleasing and it must be approved by Management." At any time the management may redefine the rules and declare any homeowner to be out of compliance and thereby create undue hardship, intimidation, and fear.

In my own case in July, I submitted 6 paint samples for approval. The Manager suggested I choose the lighter colors, as darker colors fade unevenly in the sun. I was told it was only a suggestion and that she "wasn't trying to tell me what to do, just helping me out." She also said that if I chose blue, I would have to repaint my trim white, even though it recently had been painted. She simply advised, "Just don't do baby blue."

After finishing painting I found the Manager very upset because she said that I had painted without approval. I heard for the first time, that all approvals must be in writing in my folder, and mine wasn't in my folder so it wasn't approved.

I was informed that she would "takes pictures and send them to corporate" for approval and warned that I might have to repaint a different color. I protested saying that would cost me another \$1000! A month later in spite of my attempts to comply with vague, continually shifting criteria, I was verbally given 30 days to repaint my newly painted home and a new criteria for approval: the paint sample must be initialed by management.

In my case it took a lawyer speaking by phone with the absentee landowner, his lawyer, and the manager to address this issue. It was decided they would let it pass this time and that the manager would notify me shortly to confirm that. To date, 5 months later, I have yet to receive confirmation from anyone nor has the Manager answered any questions I have emailed her other than to say she will respond to them.

I urge you all to support SB16-057 to work toward legislation to develop and protect the rights of mobile home owners.

Thank you,
Sherry Lewis