

AMENDED IN SENATE APRIL 5, 2001  
AMENDED IN SENATE MARCH 27, 2001  
AMENDED IN SENATE MARCH 5, 2001

**SENATE BILL**

**No. 122**

---

---

**Introduced by Senators Dunn, Chesbro, ~~O'Connell~~, and Sher  
*McPherson, O'Connell, Sher, and Soto***

(Coauthors: Assembly Members Alquist, Aroner, Cardenas, Diaz,  
Havice, *Harman*, Oropeza, Thomson, and Wiggins)

January 24, 2001

---

---

An act to amend Sections 18151, 18152, 18153, and 18253.5 of the Health and Safety Code, relating to mobilehomes, and making an appropriation therefor.

LEGISLATIVE COUNSEL'S DIGEST

SB 122, as amended, Dunn. Mobilehomes: ombudsman.

(1) Existing law establishes the position of Mobilehome Ombudsman within the Department of Housing and Community Development and requires the ombudsman to, among other things, refer any alleged violations of law or regulations within the department's jurisdiction to the Division of Codes and Standards.

This bill instead would require the ombudsman to provide assistance to complainants with any alleged violations of law or regulations within the department's jurisdiction that would be referred to the division, and would also require the ombudsman to, among other things, maintain and publicize a toll-free complaint telephone number and submit annual written reports to the appropriate committees of the Legislature regarding the number of calls and complaints.

(2) Existing law establishes the Mobilehome-Manufactured Home Revolving Fund, and provides that moneys in the fund are continuously appropriated to the department to carry out the Mobilehomes-Manufactured Housing Act of 1980.

This bill would appropriate ~~\$100,000~~ \$50,000 from the Mobilehome-Manufactured Home Revolving Fund to the department to support the functions of the Mobilehome Ombudsman.

Vote: <sup>2</sup>/<sub>3</sub>. Appropriation: yes. Fiscal committee: yes. State-mandated local program: no.

*The people of the State of California do enact as follows:*

1 SECTION 1. Section 18151 of the Health and Safety Code is  
2 amended to read:

3 18151. (a) The position of mobilehome ombudsman is  
4 hereby established in the department.

5 (b) Except as provided in subdivision (c), the ombudsman shall  
6 provide assistance in taking complaints, and helping to resolve and  
7 coordinate the resolution of those complaints, from the public  
8 relating to manufactured homes and mobilehomes, including, but  
9 not limited to, problems of titling and registration, installation,  
10 warranties, financing, other than financing by a supervised  
11 financial organization, as defined in Section 1801.6 of the Civil  
12 Code, sales, inspection of homes and parks, mobilehome  
13 accessories and improvements, and problems relating to the  
14 Mobilehome Residency Law (Chapter 2.5 (commencing with  
15 Section 798) of Title 2 of Part 2 of Division 2 of the Civil Code).

16 (c) The ombudsman shall not arbitrate, mediate, negotiate, or  
17 provide legal advice on mobilehome park rent disputes, lease or  
18 rental agreements, or disputes arising from lease or rental  
19 agreements, but may provide information on these issues.

20 (d) The ombudsman shall provide assistance to a complainant  
21 with any alleged violations of law or regulations within the  
22 department’s jurisdiction that would be referred to the Division of  
23 Codes and Standards within the department.

24 (e) For purposes of this section, the term “public” includes, but  
25 is not limited to, mobilehome owners, mobilehome park residents,  
26 mobilehome park owners, and mobilehome park managers.

27 SEC. 2. Section 18152 of the Health and Safety Code is  
28 amended to read:



1 18152. The Governor shall designate a deputy director in the  
2 department to serve as the Mobilehome Ombudsman.

3 SEC. 3. Section 18153 of the Health and Safety Code is  
4 amended to read:

5 18153. (a) The Mobilehome Ombudsman shall establish  
6 procedures to deal with complaints, including the publication of  
7 complaint forms and written materials which shall be made  
8 available to the public informing them of the functions of the  
9 Mobilehome Ombudsman and providing information on  
10 manufactured homes and mobilehomes. The ombudsman shall  
11 maintain and publicize a toll-free complaint telephone number.

12 (b) The staff of the Mobilehome Ombudsman shall perform  
13 only the functions of the ombudsman's office, including but not  
14 ~~limited to, conducting outreach programs in manufactured home~~  
15 ~~communities and mobilehome parks, taking complaints and calls,~~  
16 *limited to, taking complaints and calls*, reviewing correspondence,  
17 providing information, and following through with complaints on  
18 complaint resolution. The ombudsman shall make it a priority for  
19 staff to look into and follow up on inquiries and complaints, rather  
20 than simply referring complainants to other governmental offices  
21 or agencies.

22 (c) The ombudsman shall work with, and coordinate his or her  
23 efforts with, other divisions and sections of the department and  
24 with other agencies of state and local government.

25 (d) The Mobilehome Ombudsman shall submit a written report  
26 to the appropriate committees of the Legislature, including the  
27 Assembly Committee on Housing and Community Development,  
28 the Senate Committee on Housing and Community Development,  
29 and the Senate Select Committee on Mobile and Manufactured  
30 Homes, on the annual number of calls and complaints received by  
31 the ombudsman by category, including the number of complaints  
32 resolved and remaining unresolved by category, by December 31  
33 of each even-numbered year.

34 SEC. 4. Section 18253.5 of the Health and Safety Code is  
35 amended to read:

36 18253.5. (a) The department shall provide to each  
37 mobilehome park licensed to operate under this part a sign in large  
38 boldface print, with the name, address, and telephone number of  
39 the mobilehome ombudsman designated under Chapter 9  
40 (commencing with Section 18150) of Part 2. The sign shall be



1 posted by the management in a conspicuous place in the  
2 mobilehome park clubhouse or, if there is no clubhouse, in another  
3 conspicuous public place within the mobilehome park.

4 (b) The enforcement of the posting of the ombudsman sign  
5 required by subdivision (a) may be accomplished by telephonic or  
6 written communication, or by site inspection in response to a  
7 specific complaint concerning the posting of the sign, by site  
8 inspection in response to a combination of complaints concerning  
9 the posting of the sign and other alleged code violations, or  
10 pursuant to the mobilehome park inspection program set forth in  
11 Section 18400.1.

12 (c) Notwithstanding any other provision of this part, a violation  
13 of this section is an infraction.

14 SEC. 5. The sum of ~~one hundred fifty~~ thousand dollars  
15 ~~(\$100,000)~~ (\$50,000) is appropriated from the  
16 Mobilehome-Manufactured Home Revolving Fund to the  
17 Department of Housing and Community Development to support  
18 the functions of the Mobilehome Ombudsman pursuant to Chapter  
19 9 (commencing with Section 18150) of Part 2 of Division 13 of the  
20 Health and Safety Code.

