



**Florida Manufactured  
Housing Association, Inc.**

Florida Manufactured Housing Association Member News



## President's Message

by Mark Kelly

Happy New Year!

It's the time of year when resolutions are made in earnest, some are kept, and others easily forgotten. Well I'm happy to report FMHA's "resolution" is the same today as it has been for years – to promote, protect and educate the manufactured housing industry. FMHA expects nothing less than continued success for 2020!

Promotion of FMHA is off to a great start with our new website and informative blogs, posts and other communication channels continuously feeding the public on the merits of owning a manufactured home. FMHA will continue to qualify and deliver valuable leads to members. We also have a new look and hopefully easier way for you to view our newsletter. Let us know what you think!

Protecting our industry continues to be a priority and is usually our biggest challenge. As always, we're prepared to meet these challenges head on. Our first major legislative effort begins this week. As you know, FMHA and the Federation of Manufactured Home Owners of Florida (FMO) have introduced separate legislation in the 2020 legislative session. FMO is opposed to FMHA's bill, SB 818, by Senator Ed Hooper and is promoting their own bill which we will argue is detrimental to the industry (see pgs. 5 & 6) .We will keep you updated in the coming weeks.

In 2020 FMHA has numerous opportunities for members to stay educated. Chapter meetings are growing in many areas, but we encourage all Chapters to make these meetings a priority. FMHA will be working with Chapter leaders to help make this happen. FMHA is also sponsoring two ACM Certification courses this summer (see pg. 8) and of course we want you to mark your calendars for this year's September 16 & 17 Annual Convention in beautiful Sarasota (see pg. 13).

May 2020 be a banner year for each of you!

Mark Kelly, FMHA President  
Palm Harbor Homes  
VP Sales & Marketing, Florida Division

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# General Counsel's Comments

Items for this column are intended for a wide audience and not intended to provide, nor are they to be relied upon as legal advice. Members should consult their own attorneys before taking any action in response to items in this column. Questions about this column can be directed to David Eastman at Lutz, Bobo, Telfair, Eastman, Gabel and Lee at toll free 1-877-521-0890.

## Four Ways to Effectively Reduce Resident Non-Compliance in 2020

It doesn't matter if you are a twenty-year veteran or a recently hired mobile home community manager, resident non-compliance can and most likely will happen. The following four steps have shown to reduce the number of rule violators, late-paying tenants and general pushback from residents and home owner's associations.

First, effectively communicate expectations to residents. A resident reminder advising residents that all rules and regulations must be followed, including paying rent on time, is a good idea. If some specific rules have not been enforced in the past, January is the perfect time to put residents on notice that all rules and regulations will be enforced moving forward into 2020. If residents are reminded either orally or in writing and made aware of expectations starting the new year, the likelihood of an increase in substantial resident non-compliances is reduced.

Second, be consistent and immediate in dealing with non-compliances starting in January. Rule reminders, notices and demands should be issued sooner than later. When community management addresses such non-compliances with a sense of urgency, this sentiment translates to residents leading to a reduction of residential non-compliance. Issues that community management deal with immediately tend to be taken well by residents leading to a reduction in multiple or continual non-compliance by a resident. Additionally, Florida courts favor mobile home communities that take immediate action versus those that wait several weeks or months before issuing a notice.

Third, by communicating directly with residents and dealing with all non-compliances in the same consistent and immediate manner, community management will build trust and confidence with residents. Arguably, the number one issue between residents and community management that leads to litigation is a lack of trust between parties. Building trust and confidence with your residents by a consistent application of rule and payment enforcement and clear expectations can greatly reduce the amount of litigation within a community.

Fourth, mobile home communities have a statutory and contractual obligation to act with good faith and fair dealing in its relationships with tenants. Ask yourself, did park management effectively communicate the problem to the resident in a manner that provided the resident with an understanding of the problem and a timeline and manner to cure the issues? At the same time did the resident have an opportunity to be adequately heard? If you can answer yes to these questions, you are well on your way to avoiding legal quicksand and greatly increase your chances of being successful on contested cases within the mobile home community.

In summary, communicate effectively, be consistent and immediate in legal enforcement, build trust and goodwill with direct communication on resident issues that could lead to litigation. Always act in good faith and fair dealing. For specific or detailed questions concerning implementation of these concepts and the legal issues involved, you should talk with your attorney.

## FMHA Executive Committee

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Marketing and Public Relations

Chairman  
Eric Zimmerman  
(Filled Communities Division)

# 2020 Inductees to RV/MH Hall of Fame Includes Longtime FMHA Member



The RV/MH Hall of Fame issued a press release announcing its Class of 2020 inductees. The list includes five inductees from the manufactured housing industry and five from the RV industry.

FMHA Executive Committee member and Membership Chairman, **Steve Adler**, will be among the inductees in 2020. Nominated by FMHA's Executive Director Jim Ayotte, Steve currently holds the position of President and Owner of Murex Properties, LLC. Prior to his current position at Murex Properties, Steve was a Senior Vice-President with Sun Communities and also served as President and CEO of Forest Communities. From 1986-1999, he was the Director of Operations and eventually President of Uniprop. Steve currently serves on MHI's Board of Directors and National Communities Council. All told, Steve has been actively involved in the MH industry for over 40 years.

Other inductees from the Manufactured Housing Industry include:

**Burt Dickman (posthumously)**  
Community Operator/Owner

**George Porter**  
Founder of Manufactured Housing Resources

**Jerry Ruggirello**  
President of AJR Development and AJR Home Sales

**Ron Dunlap**  
Former Executive Director and President of the Virginia Manufactured and Modular Housing Association

FMHA would like to congratulate Steve and all of this year's inductees to the RV/MH Hall of Fame. What an honor!

# Host Communities Needed for Chapter Meetings

FMHA chapter meetings are ramping back up and host communities are needed. Refreshments are served and we like to keep it simple – platters from Publix, Sonny's Barbecue, etc. or if your community has a restaurant, even better! The hosts responsibilities include setting up the meeting room in a classroom setting, picking up food and beverages and help making sure the meeting goes smoothly.

Expenses for food, drinks, paper products, etc. are reimbursed. The refreshments are served around 5:30 pm and the business meeting begins promptly at 6:00 pm and typically lasts a couple of hours.

The dates have not been set for chapter meetings but if you are interested and would like to host a meeting, please let us know. As soon as the details are available, FMHA will reach out to make plans for the meeting.

If you are interested in hosting a meeting, please contact Beth at (850) 907-9111 or [beth@fmha.org](mailto:beth@fmha.org).

## REMINDER - 2020 FMHA Membership Dues



2020 FMHA membership dues are payable by **January 31st**. Dues invoices were mailed to members in November.

For those members who have already paid your membership dues along with your FMHA Political Action Committee contribution, thank you for your continued support. If you have any questions regarding your dues invoice or if you have not received your invoice, please contact Susan at [info@fmha.org](mailto:info@fmha.org) or (850) 907-9111.

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*This announcement appears as a matter of record only*



**Green Courte Partners, LLC**

*announces the closing of*

**Green Courte Real Estate Partners V, LLC**

**\$540,750,000**

Green Courte Partners, LLC is a Chicago-based private equity real estate investment firm focused on building industry-leading companies within niche real estate sectors, including active adult/independent senior living properties, land-lease communities, and near-airport parking facilities.

**[www.GreenCourtePartners.com](http://www.GreenCourtePartners.com)**

303 West Madison Street, Suite 1500, Chicago, Illinois 60606

312.966.3800

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# 4 Types of Damages that Can be Awarded in a Tenant's Rights Case

As a landlord, one of the most important things you should do is stay abreast of tenant rights laws in Florida and in your specific municipality. Landlord-tenant disputes can be extremely costly, particularly if the court rules in favor of the tenant and orders you to pay damages plus attorney fees. Knowing exactly what the law says helps you stay within legal limits at all times. Several types of damages can be awarded in a tenant's rights case, increasing the financial risk of a lawsuit for landlords.

## 1. Breach of Implied Warranty of Habitability

Tenants have the right to quiet enjoyment of a safe and habitable living environment. If a tenant can demonstrate that you, in any way, failed to keep the property livable, they could be awarded damages in a court case. You may have to refund any money they spent trying to repair the home, make it safer, or keep family members safe.

Additionally, a judge may award punitive damages if they believe you showed wanton neglect and disregard for the tenant's rights. This is a very rare case, but it can become a concern if a landlord is aware of a dangerous condition on the property and the landlord doesn't take steps to remedy the situation.

## 2. Wrongful Eviction

Wrongful eviction is a common complaint in landlord-tenant cases. It is absolutely crucial to follow state and local laws to the letter when evicting a tenant. It does not matter how clear it is that they have no intention of paying rent or that they have otherwise violated the lease—you must still follow proper eviction procedures. Even if your reason for evicting is legally sound, going about it the wrong way can lead to serious financial consequences. The court may award the tenant money for moving expenses, lost income if they took time off to move, and refunded rent payments. The most common claim for wrongful eviction occurs when a landlord simply changes the locks due to nonpayment. A landlord should never simply lock a tenant out of the property, as this will almost certainly lead to a wrongful eviction lawsuit.

## 3. Medical Expenses

If a tenant's primary complaint is the presence of mold, asbestos, lead paint, or other issues that either require landlord disclosure or make a unit uninhabitable, you could find yourself on the hook for medical expenses.

These add up quickly, particularly if there are elderly residents or children living in the unit. Moreover, due to Florida's climate, landlords in Florida have to be ever vigilant regarding mold complaints or water intrusion in a unit. Repairing a leak without also remediating the water damage is a concern, as this increases the potential for a mold infestation. Be sure to make sure your properties are leak free, and if you find a leak be sure to replace any wet or damaged materials.

## 4. Destroyed Belongings

If an uninhabitable unit causes damage to a tenant's belongings—for example, if mold ruins their entire wardrobe or a faulty refrigerator causes them to lose a week's worth of groceries—you may be responsible for paying repair or replacement costs.

It's important to take preventative steps to protect your rights and your property. Courts often tend to favor tenants, which makes it even more important that you do everything right when renting out a property, signing contracts, maintaining property, and evicting tenants. Consulting a lawyer who works in landlord advocacy can help you prevent problems and avoid court.

Atlas Law  
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# What You Need to Know to Respond to FMO's False Claims About SB 818

Not surprisingly, FMO is mischaracterizing FMHA's legislation, SB 818 by Senator Ed Hooper. FMO is not telling homeowners the truth about the impacts of SB 818. FMHA encourages all community operators to know the truth so they can respond to questions from their residents.

Before addressing some of the misinformation being communicated by FMO, it is important for homeowners to understand that SB 818 does not change the terms of any existing mobile home park tenancy. Mobile home park residents will continue to have a lifetime tenancy and the financial arrangement between the community owner and the resident will not change. This legislation provides incoming residents/homebuyers up-to-date disclosures, including a new lease. This change eliminates confusion and provides incoming residents with important information to make an informed buying decision.

This is what FMO is saying about SB 818 and how you should respond:

**FMO: Removes the right to assume a lease and receive the initial prospectus that goes with the lot in accordance with the DBPR decision in 2011 and upheld on appeal.**

**Response:** No court or regulatory agency has ever stated that the initial prospectus goes with the lot. SB 818 requires a community operator to provide an incoming resident a DBPR-approved prospectus and a new lease at the commencement of their tenancy. This change does not impact existing residents and ensures that prospective homebuyers/ incoming residents receive clear information to make an informed buying decision.

**FMO: Permits adding an unlimited number of units to a park with no requirement to increase or add to amenities for the new units. This would dramatically affect our pool, clubhouse, exercise area, or game area.**

**Response:** This is not true. The Department of Health (DOH) must permit any new lot and that lot must be included in an approved Department of Business and Professional Regulations (DBPR) prospectus. The DBPR will not approve a new prospectus that reduces services to existing residents.

**FMO: Permits changing the current prospectus without disclosure to homeowners.**

**Response:** This simply is not true. The legislation does not allow a community owner to change a homeowner's current prospectus.

**FMO: Permits a community owner to have new residents sign for an integrated prospectus which was not approved by the DBPR instead of the one presently approved for your park.**

**Response:** Again, this is simply not true. A community owner can only provide an incoming resident a DBPR-prospectus with all approved amendments. All elements of a so called "integrated prospectus" have been approved by the DBPR.

**FMO: Requires a new buyer to make changes prior to occupying the home which should be purchased as is. Resales may become impossible.**

**Response:** The legislation requires a home in the community to meet minimum standards that are included in the prospectus at the time of sale. This proposal protects the value of existing homes in the community and encourages proper home maintenance.

**FMO: Removes the requirement for certified mail if there is an eviction notice.**

**Response:** The legislation removes the requirements for certified mail for certain evictions only (i.e. nonpayment of rent) but does not diminish resident protections. Eviction notices must still be posted on the home and the burden of proof for delivery remains with the community operator. Service by regular mail is standard practice for residential tenancies in Florida. This change was approved by FMO last year and reduces unnecessary costs for all residents.

**FMO: Permits one notice of all rent increases regardless of the anniversary date which will be too confusing.**

**Response:** This is not true. The legislation does not change the notice requirements for rent increase notices. This change simply eliminates the requirement for multiple statutory meetings when there are multiple lease anniversary dates. Residents must receive a minimum 90-day notice prior to a rent increase. This proposal does not change that.

**FMO: Prohibits an experienced negotiator or attorney from attending the negotiating committee meeting.**

**Response:** The legislation is designed to streamline the rent negotiating process by having the community operator and impacted residents at the rent meeting.

*Continued on pg. 8*

# An Overview of SB818

FMHA's legislation, SB 818 by Senator Ed Hooper, is a positive step in the right direction for Florida and Florida's manufactured housing industry. This legislation will increase the availability of affordable housing and ensure mobile and manufactured home parks remain a viable source of affordable housing for Florida's workforce, seniors and young families.

SB 818 is comprehensive in scope because it addresses several inequitable policies and updates the 35-year old Florida Mobile Home Act. This legislation ensures that mobile and manufactured home parks will be able to adapt to changing business conditions, continue protecting community residents, and provide increased transparency to incoming residents/homebuyers.

A summary of the legislation includes:

## **Reducing sales tax on manufactured homes -**

This provision makes sales tax paid by a manufactured homebuyer comparable to the sales tax paid by a conventional homebuyer. A reduction in sales tax reduces the purchase price of manufactured homes and makes them more affordable and attractive. This policy supports the State's priority to increase the availability of affordable housing for Florida's workforce, seniors and young families.

**Clarifying that Florida Highway Safety and Motor Vehicles (FHSMV) has exclusive authority over the repair and remodel of mobile and manufactured homes -** This provision requires mobile and manufactured homes to be repaired and remodeled to uniform standards promulgated by FHSMV. This change gives homeowners the confidence to know they are adhering to the proper requirements and the work performed on their home will result in safe and livable housing.

## **Updating Mobile Home Dealer licensing requirements -**

This proposal expands the distribution of quality, affordable manufactured housing by modifying the physical display space requirement for licensed mobile home dealers. All other licensing requirements remain the same. This proposal also eliminates the Garage Liability Insurance requirements for dealers that sell "park trailers" not driven on Florida roadways.

**Clarifying the Public Service Commission (PSC) landlord/tenant exemption -** This provision clarifies that mobile home subdivision lot owners are considered "tenants" to the extent they use the mobile home park's amenities and services. This clarification benefits manufactured homeowners that own their home and lease their lot by ensuring that all homeowners in the community pay for the services and amenities they use.

Modernizing Chapter 723, F.S., the Florida Mobile Home Act - These changes will modernize outdated statutory requirements and provide for the continued operation, upkeep, and updating of manufactured home communities while ensuring the continued protection of community residents and additional transparency for incoming tenants.

The proposals include:

- Allowing a community owner to add modern amenities to the community if the cost is not a direct pass through to the residents.
- Require a new tenant in a mobile home park to enter into a new lot rent agreement at the commencement of their tenancy.
- Require the community owner's approval of all exterior modifications to the home and lot.
- Require the purchaser of a home in the community to bring the home into compliance with minimum standards as required in the prospectus.
- Provide all incoming tenants a Florida Department of Business and Professional Regulation (DBPR)-approved prospectus (disclosure document) and lease before occupancy.
- Reduce unnecessary expenses by eliminating the certified mail requirement for certain evictions. This is the same requirement as in Chapter 83, F.S., the Florida Landlord and Tenant Act. The burden of proof for delivery remains with the landlord.
- Clarify that rent negotiating meetings are not open to the public and the rent negotiating committee is limited to five members who are residents of the mobile home park.
- Due to resident privacy concerns, residents' names and addresses will only be disclosed to the HOA once a year in conjunction with the rent increase notice.
- In communities where leases renew at various times throughout the year, the HOA is entitled to only one statutory meeting a year.

Please refer to the article "[What You Need to Know to Respond to FMO's False Claims About SB 818](#)" found on page 7 for answers to questions your residents may have.

# It's Time to Register for the Accredited Community Manager (ACM®) Certification Courses

The purpose of the Accredited Community Manager (ACM®) Program, sponsored by FMHA, is to expand the knowledge and skills of the professional community manager. Procedures, policies and responsibilities are continually changing in the manufactured housing industry.

The ACM® Course 1 and 2 programs have been designed by the Manufactured Housing Educational Institute (MHEI®) to improve the community managers skill levels.

Course 1: Professional Community Management is a three-and day overview of the varied responsibilities of the community manager. The exam will be given the morning of June 12th. Dates are June 9-12, 2020.

Course 2: Advanced Community Management is a two day program focusing on Community Operations and Financial Management. The exam will be given the morning of July 17th. Dates are July 15-17, 2020.

Both Courses will be held at Cypress Lakes, 10000 U.S. HWY 98 N., Lakeland, FL, 863-859-1431. [Click here to register.](#)

And for attendees needing hotel accommodations, here are a few recommendations of hotels closest to Cypress Lakes:

Hampton Inn Lakeland  
4420 N. Socrum Loop Road  
Lakeland, FL 33809  
(863) 816-2525

FMHA has secured a room block at this hotel. The group rate is \$114 and the cut-off date to make your reservations is 5/8/2020 for ACM Course 1 and 6/14/2020 for ACM Course 2. Amenities include:

- Free hot breakfast offered daily.
- Free high-speed and Wireless internet access in the lobby and all guestrooms.

To make your reservations at the Hampton Inn Lakeland online, you can click on the links below:

#### ACM Course 1

<http://hamptoninn.hilton.com/en/hp/groups/personalized/M/MCOLLHX-FMA-20200608/index.jhtml>

#### ACM Course 2

<http://hamptoninn.hilton.com/en/hp/groups/personalized/M/MCOLLHX-FMH-20200714/index.jhtml>

Another option:

TownePlace Suites by Marriott Lakeland  
3370 US Hwy 98 N.  
Lakeland, FL 33805  
(863) 680-1115

For more information call or email [beth@fmha.org](mailto:beth@fmha.org) or 850-907-9111.

## FMHA F & I Fun'N'Sun Dates Announced

Mark your calendar for the 2020 F & I Division's annual Fun'N'Sun event. As in the past 33 years, this year's event will be held at Saddlebrook Resort in Wesley Chapel. The dates are August 13-15, 2020.

Be on the lookout for registration and sponsorship information which will be mailed out to all FMHA members. In the meantime, if you have any questions, you can contact Alice Funk at (813) 220-3942 or [afunkfmha@msn.com](mailto:afunkfmha@msn.com)

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*Continued from pg. 7*

If concerns are not resolved at the rent meeting, experienced negotiators and attorneys are welcome to participate in the mediation process.

**FMO: In addition, the process for both the homeowner and the park owner, when there are issues that require nonpayment of rent, has been in Florida law for more than two decades. The changes in the bill remove a safeguard to those funds placed in the court registry.**

**Response:** The legislation does not change the payment of rent into the court registry. The change allows the community operator to accept payment of rent without waiving his or her right to pursue a pending eviction for a violation other than nonpayment of rent. This change provides a pathway for the community operator and resident to work through a dispute without following through with the eviction action.

# Production and Shipments

November	2016	2017	2018	2019	% Change:2018-19
<b>Shipments to Florida Retailers</b>					
Single-section homes	141	143	268	227	-15.29%
Multi-section homes	306	344	499	385	-22.84%
Total for the month	447	487	767	612	-20.20%
Floor Shipments	765	840	1283	1007	-21.51%
<b>Year-To-Date</b>					
Single-section homes	1459	1622	1938	2231	15.11%
Multi-section homes	3566	3846	4823	5071	5.14%
Total for the year	5025	5468	6761	7302	8.00%
Floor Shipments	8690	9426	11722	12537	6.95%
<b>Florida Production</b>					
Single-section homes	104	101	59	69	16.94%
Multi-section homes	214	202	256	188	-26.56%
Total for the month	318	303	315	257	-18.41%
Floor Production	539	509	581	454	-21.85%
<b>Year-To-Date</b>					
Single-section homes	812	743	614	614	0.00%
Multi-section homes	2458	2350	2551	2533	-0.70%
Total for the year	3270	3093	3165	3147	-0.56%
Floor Production	5793	5484	5793	5742	-0.88%
<b>U.S. Production</b>					
Single section homes	3815	4999	3408	3648	7.04%
Multi-section homes	3283	3603	4262	4324	1.45%
Total for the year	7098	8602	7670	7972	3.93%
Floor shipments	10452	12265	12005	12361	2.96%
<b>Year-To-Date</b>					
Single section homes	34835	42224	42357	39845	-5.93%
Multi-section homes	39306	41308	48255	48039	-0.44%
Total for the year	74141	80257	90612	88381	-2.46%
Floor shipments	114176	129844	139751	136691	-2.18%

# FMHA Calendar of Events



## JANUARY

**14** Legislative Session Begins

## FEBRUARY

**16-18** MHI Winter Meeting, Hilton Nashville Downtown, Nashville, TN

## APRIL

**6-8** 2020 MHI Congress & Expo, MGM Grand, Las Vegas, NV

**24** 13th Annual "Best Friends" Golf Classic, St. Petersburg Country Club. For more info contact Mary-Anne Wunderler at (813) 350-9399 x.1 or email Maryanne@SteinerMHC.com.

## JUNE

**9-12** ACM Course 1, Cypress Lakes, Lakeland, FL.  
For more info contact Beth at beth@fmha.org or (850) 907-9111

## JULY

**15-17** ACM Course 2, Cypress Lakes, Lakeland, FL.  
For more info contact Beth at beth@fmha.org or (850) 907-9111

## AUGUST

**13** FMHA Board of Directors Meeting, Saddlebrook Resort, Wesley Chapel, FL

**13-14** F&I Fun'N'Sun Event, Saddlebrook Resort, Wesley Chapel, FL  
For more info contact Alice Funk at afunkfmha@msn.com or (813) 220-3942

## SEPTEMBER

**16-17** 2020 FMHA Annual Convention, Hyatt Regency Sarasota, Sarasota, FL. For more information contact Beth at beth@fmha.org or (850) 907-9111

## OCTOBER

**4-6** 2020 MHI Annual Meeting, Grand Hyatt Denver, Denver, CO.

## NOVEMBER

**4-6** National Communities Council Fall Leadership Forum, The Westin Michigan Avenue, Chicago, IL.

## TINY HOMES & MANUFACTURED HOMES

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# The Florida Mobile Home Relocation Corporation Public Meeting



The Florida Mobile Home Relocation Corporation ("FMHRC") announces a public meeting to which all persons are invited. The public meeting will be held on Friday, January 31st, 2020 at 9:00 a.m. via-telephone only. To attend the meeting by telephone, please call 1(888) 909-7654 and enter pass code 128126 when prompted.

The Board will address official business of the Florida Mobile Home Relocation Corporation which will include, among other matters, a review of mobile homeowner applications for compensation for relocation and/or abandonment due to change in land use and such other business as may come before the Board. A schedule for future meetings will be determined.

Additional information and a copy of the agenda may be obtained by contacting Vicky Krentz, Executive Director, FMHRC, PO Box 7848, Clearwater, FL, 33758, (888) 862-7010. Ms. Krentz may be reached by email at [vicky@fmhrc.org](mailto:vicky@fmhrc.org).

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting is asked to advise the agency at least 48 hours before the meeting by contacting Vicky Krentz at (888) 862-7010.

Each person who decides to appeal any decision made by the Board with respect to any matter considered at the meeting is advised that such person will need a record of the proceedings and, accordingly, the person may need to ensure that a verbatim record of the proceedings is made, including the testimony and evidence upon which such appeal is to be based.

## Consumer Price Index

The U.S. Department of Labor announced the all items index increased 2.1 percent in the Consumer Price Index for November 2018-2019.

For the latest CPI figures, go to:  
<http://www.bls.gov/cpi>.

To have the latest CPI figures emailed to you each month, go to:  
<http://www.bls.gov/bls/list.htm>, enter your name and email address, then check the box for the information you are interested in receiving.

## NEW MEMBERS

### Channel Companies

Josh Kroll  
9858 Clint Moore Road, C111-263  
Boca Raton, FL 33496  
Phone: (607) 592-3703  
Email: [joshk@channelcos.com](mailto:joshk@channelcos.com)  
Website: [www.channelcos.com](http://www.channelcos.com)

### Kin Insurance

Ruth Awad  
2529 Central Avenue St.  
Petersburg, FL 33713  
Email: [ruth@kin.com](mailto:ruth@kin.com)  
Website: [www.kin.com](http://www.kin.com)  
Phone: (312) 488-3506

**EW**

# WORKS LIKE NEEDW



## YOUR RV & MH RESORT SPECIALISTS

Today's larger RVs need 50 AMP hookups. Period. If your park doesn't have them, or if they don't work, you're losing business. Electrical Works covers Florida with a completely outfitted truck fleet and all its own equipment to tackle any job from 10 to 500 sites.

**WE USE ONLY THE BEST PEDESTALS.** Eaton, Milbank and Midwest. No off-brands.

**NO ONE LOSES POWER WHEN WE WORK.** That means no unhappy customers.

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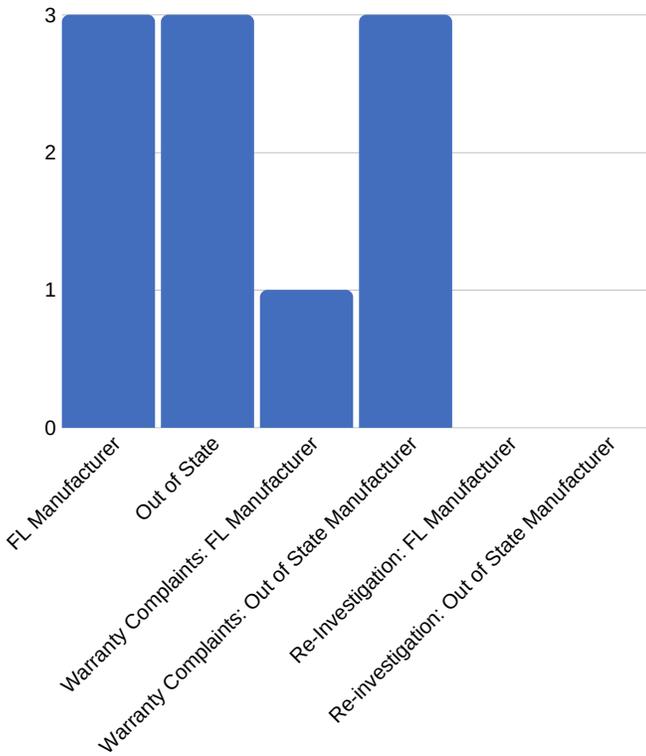
# ELECTRICAL WORKS

352.460.0810 **EW** [electricalworksflorida.com](http://electricalworksflorida.com)

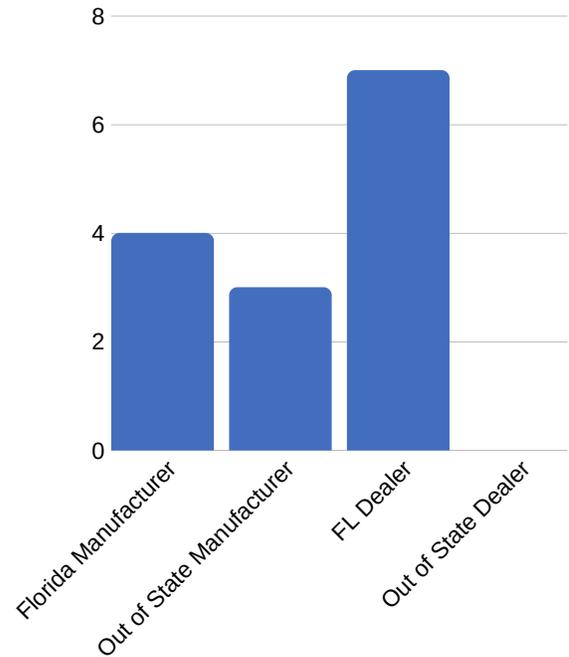
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# Complaint Report

**DECEMBER COMPLAINTS RECEIVED**  
 Packets Mailed Out: 12



**DECEMBER COMPLAINTS CLOSED**  
 Average Days Open: 89



Source: Division of Motorists Services, Bureau of MH/RV Construction Monthly Consumer Complaint Report

## 2020 FMHA Convention Update



The FMHA Annual Convention room reservation link is up and running so you can make your hotel reservations now!

Click on our visit:

<https://www.hyatt.com/en-US/group-booking/SRQSS/G-FMHA>. You can also call the hotel at (877) 803-7534 and make your reservations. Make sure you mention the FMHA.

The link provides FMHA members easy access to our special group rate of \$135/single or double. The cutoff date is 8/25/20. Please make your reservations prior to this date. After this date rooms are subject to availability and rate.

Just a reminder, the 2020 FMHA Convention dates are **September 16 -17** at the Hyatt Regency Sarasota, 1000 Boulevard of the Arts, Sarasota, FL 34236.



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850-907-9111 [fmha.org](http://fmha.org)