

MOBILE MANUFACTURED HOME ADVISORY COUNCIL

MINUTES

JUNE 9, 2021

The Mobile Manufactured Home Advisory Council convened via ZOOM webinar on Wednesday, June 9, 2021 at 1:06 PM.

Members Present:	Bennett Pudlin Joseph B. Castonguay Myriam Clarkson Dave Delohery Al Hricz Jennifer Ponte Colette Slover Marcia L. Stemm	Attorney at Law, Acting Chairperson CT Real Estate Commission Member Mobile Manufactured Home Industry Mobile Home Park Tenant or Representative of Such Tenant Senior Citizen Department of Housing CT. Housing Finance Authority Representative Mobile Home Park Owner
Members Absent:	Mark Berkowitz Leonard Campbell Arthur Mazeau	Mobile Home Park Owner Town Planner Mobile Home Park Tenant or Representative of Such Tenant
Member Vacancies:	Banking Industry Representative Mobile Home Park Tenant or Representative of Such Tenant Mobile Home Park Owner	
DCP Council Staff:	Robert M Kuzmich, R.A. Pamela Brown Janita Hamel Cynthia Fernandez	License & Applications Specialist Director, Investigations Division Supervising Special Investigator Investigations Division Staff Attorney, Legal Division
Others Present:	Mark Asnes Nancy Palmisano Raphael Podolsky Marcus Smith	CMHA CMHA Connecticut Legal Services CT. Housing Finance Authority

Note: The administrative functions of the Boards, Commissions and Councils are carried out by the Department of Consumer Protection, Occupational and Professional Licensing Division, Richard M. Hurlburt, Director. For more information, refer to:

DCP Agency website: www.ct.gov/dcp Division E-Mail: dcp.occupationalprofessional@ct.gov

MINUTES OF PREVIOUS MEETING:

1. Review of the March 10, 2021 Mobile Manufactured Home Advisory Council meeting draft minutes.

The Council voted, unanimously, to approve the minutes as written. (Stemm/Castonguay)

COMMENTS OR CONCERNS OF ANY PERSON PRESENT TODAY:

There were no comments or concerns discussed.

REPORT FROM SUB-COMMITTEES:

LEGISLATIVE COMMITTEE:

1. Update on DCP Legislation.

No discussion was held.

FINANCE COMMITTEE:

1. Update on CHFA individual home purchase and park purchase programs.

Ms. Slover introduced Mr. Marcus Smith who gave the Council an update on the Refinance and Purchase Programs. These programs went live on March 22, 2021. He noted the web pages for these programs (Phase One) that are now available and the direct mail campaign (Phase Two) which included post cards sent to current park residents and brochures which could be distributed at various events.

Mr. Smith details how the direct mail operation was implemented through the accessors websites and organizations to get the names and addresses of the residents. He supplemented this information with graphics presented to the Council through the ZOOM platform and gave the Council details on the applications they have received to date.

Mr. Smith asked the Council for feedback on actually going to Parks to distribute the information on these programs in person. He also suggested the possibility of setting up virtual Town Hall Meetings in cooperation with Park, Resident, or Owners Associations in addition to participation in Open Houses which CHFA could coordinate with realtors. He also noted the possibility of distributing information to Senior Centers in Newsletters and in Church Bulletins; both in print and digitally.

Mr. Podolsky and Mr. Asnes discussed financing and refinancing options for applicants. Mr. Asnes also suggested other ways CHFA could distribute their information. On behalf of Mr. Berkowitz, who was not able to attend today's meeting, Mr., Pudlin communicated that Mr. Berkowitz has received material that he will pass along to his residents.

Mr. Castonguay asked if Mr. Smith has distributed CHFA's information to the various Real Estate Associations such as the local Real Estate Boards like the Greater Hartford Board of Realtors as an example. He suggested this as another way to get the word out. Mr. Pudlin asked if the Department of Consumer Protection and the Department of Housing have updated their website links to CHFA. Mr. Smith does not know but will investigate this. Mr. Hricz asked if the e-mail link can be sent to him so he can give the same to his contacts who need help. Mr. Pudlin suggested that the link(s) be sent to the Department for distribution to the entire Council.

Ms. Colette Slover updated the Council on the Park Purchase Program noting that the Draft of the Program is ready. She will forward the document and discuss the same with Mr. Pudlin after the meeting. She also asked the Council for their written comments after they review the document noting that this would be the best way to move forward. She will get the input from CHFA's Legal Group on the draft while the Council is reviewing the document. Ms. Clover will also share this draft with the Cooperative Development Institute (CDI).

EDUCATION COMMITTEE:

No discussion was held.

OLD BUSINESS:

No discussion was held.

NEW BUSINESS:

No discussion was held.

CORRESPONDENCE:

None received.

DCP COMPLAINT AND INSPECTION REPORTS:

1. Pending and closed complaints.

Ms. Janita Hamel addressed the Council noting that the Complaint Reports were given to the Council prior to today's meeting. The Legal Items shown on the first (earlier) report either have been or will be addressed by Ms. Cynthia Fernandez, Staff Attorney, from the Department. The next report is the current report. Mr. Delohery inquired about a new complaint which is not listed on this report because it was recently received. He was advised by Ms. Hamel not to discuss this report on the record. She will be glad to correspond with Mr. Delohery by e-mail or telephone subsequent to the meeting. The Department is actively investigating this complaint. Ms. Hamel answered other questions from Mr. Delohery on other complaints that are not shown on the report and was, again, advised by Ms. Hamel to contact her after the meeting. Ms. Brown advised Mr. Delohery about the procedures followed on complaints received.

Mr. Podolsky asked how residents can get information on possible complaints being investigated in their parks. Ms. Hamel advised that complainants communicate directly with the assigned investigator. General information regarding park inspections is usually communicated to residents on site who inquire by talking to the investigator. However, following COVID protocols currently in place, the resident is given a business card by the investigator for contact information and remote communication. Ms. Brown answered other questions from Mr. Podolsky regarding how park residents obtain information on current complaints being investigated as well as closed complaints.

Mr. Pudlin inquired as to whether the inspection reports given to the Council can be formatted so they can be more easily read. Ms. Hamel explained to both Mr. Pudlin and Mr. Podolsky how the report format can be changed by the recipient. Mr. Pudlin inquired on the status of Park inspections. Ms. Brown stated the Department's status with inspections and detailed the efforts of her inspectors making inspections in light of the COVID protocols in place. He also inquired on the new schedule of inspections under the revised statute. Ms. Brown stated that she does not have information at this time and has to meet with the Commissioner and her staff on this matter.

Mr. Delohery inquired on the status of a closed complaint and an e-mail he sent, associated with this complaint, to the Council prior to today's meeting. Attorney Cynthia Fernandez noted the matter was recently closed and detailed the resolutions of the many aspects of this complaint done prior to the complaint being referred to her. She also noted that this information has been forwarded to the Court. Ms. Fernandez answered questions and discussed other details of this complaint with both Mr. Delohery and Mr. Pudlin. She also discussed procedural issues and problems regarding complaints with Mr. Podolsky. In summary of his discussion, he asked that there be some assurance that either the complainant is satisfied and has had an opportunity to express the same or otherwise. In the interest of time, Mr. Pudlin asked that this discussion be carried over to the Council's next meeting with Ms. Brown.

Ms. Clarkson inquired as to the status of the park property associated with the above referenced complaint. Ms. Fernandez noted its' receivership status. Further, the Park is not sold and there has been information given to the bank and the court by the receiver that there is a buyer but dates for the closing have come and gone and the Park is still not sold. The

Bank is foreclosing on the property as put in an Order on May 27, 2021 which stated that if a sale does not occur by July 22, 2021, the receivership will remain in place. If a sale does occur by this date, the receivership will be terminated as of the date of the closing. The Attorney Generals' Office has the same information. Further, it has been represented that there is a buyer, but no more details have been given to date. The receivership will be in effect until the property is sold.

2. Update on inspection status and plans for implementing the new legislation.

No discussion was held.

3. Update on pending and resolved legal issues.

No discussion was held.

COMMENTS OR CONCERNS OF ANY PERSON PRESENT TODAY:

1. Mr. Delohery noted, regarding the checkered history of Country Mobile Estates, that he would like the Council to establish the existing condition of this property so they have a better idea, in the future, on any progress the new owners may make.

2. Mr. Delohery asked that an email he sent to the Council prior to today's meeting referencing a letter from Ms. Anne Bellone, resident of Country Mobile Estates, be made a part of the record for this meeting.

3. Mr. Kuzmich will advise the Council as to the location and format of their next meeting scheduled for September 8, 2021.

4. Ms. Hamel will assist Ms. Stemm after today's meeting with regards to the status of her renewed Park licenses.

There being no further business, the meeting adjourned at 2:39 PM.

Respectfully Submitted,

Robert M. Kuzmich, R.A.
License and Applications Specialist

2021 MEETING SCHEDULE:

March 10, 2021
June 9, 2021
September 8, 2021
December 8, 2021

All meetings will take place at 450 Columbus Boulevard, Hartford, CT at 10:00 AM
unless otherwise noted.