

MOBILE MANUFACTURED HOME ADVISORY COUNCIL

MINUTES

SEPTEMBER 8, 2021

The Mobile Manufactured Home Advisory Council convened via ZOOM webinar on Wednesday, September 8, 2021 at 10:35 AM.

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| Members Present: | Bennett Pudlin Mark Berkowitz Dave Delohery Jennifer Ponte Colette Slover Marcia L. Stemm | Attorney at Law, Acting Chairperson Mobile Home Park Owner Mobile Home Park Tenant or Representative of Such Tenant Department of Housing CT. Housing Finance Authority Representative Mobile Home Park Owner |
| Members Absent: | Joseph B. Castonguay Leonard Campbell Myriam Clarkson Al Hricz Arthur Mazeau | CT Real Estate Commission Member Town Planner Mobile Manufactured Home Industry Senior Citizen 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 | |
| DGP 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 Nancy Schwinn Marcus Smith | CMHA CMHA Connecticut Legal Services Guest, Colchester Common 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:

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

MINUTES OF PREVIOUS MEETING:

1. Review of the June 9, 2021 Mobile Manufactured Home Advisory Council meeting draft minutes.

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

COMMENTS OR CONCERNS OF ANY PERSON PRESENT TODAY:

There were no comments or concerns discussed.

REPORT FROM SUB-COMMITTEES:

LEGISLATIVE COMMITTEE:

FINANCE COMMITTEE:

1. Update on CHFA Individual Home Purchase and Park Purchase programs.

Mr. Marcus Smith gave the Council an update on these programs supplementing his presentation with graphic he screen-shared with everyone. He gave the Board the latest statistics on the website traffic. Advertising in the New London area via their newspaper (The Day) began this past August 2021. CHFA is exploring other newspapers in which to advertise that reach their primary customer base. The graphics showed applications received to date and reasons for denial for some of the same.

Mr. Smith reviewed their marketing campaigns that were initially presented to the Council this past March 2021 noting that they have worked with the Connecticut Mobile Home Association through Nancy Palmisano to get advertising in their publications. CHFA is also exploring doing some live presentations this fall and will ask the Council for their opinions on this after his presentation.

Mr. Smith reviewed the updated advertising brochures with the Council and will distribute these to the Council Members as requested. He answered questions from the Council on the outreach of their advertising campaign and the availability of the new literature. The CHFA's outreach program has been changed to reflect suggestions they received from the Council at their last meeting and Mr. Smith gave the Council some examples.

Mr. Smith answered more questions from Council Members regarding statistics shown on presentation slides and on suggestions for advertising their home and park purchase programs. Mr. Pudlin expressed his thanks, on behalf of the Council, for CHFA's incredible efforts in developing and advertising their programs. He is puzzled as to why the response

from the public is so slow. Mr. Smith speculated that a reason might be the way the home is appraised relative to value (80%) and the depreciation on some homes is very fast. Also, some homeowners pay cash for their mobile home and may not need a loan purchase program.

Ms. Slover gave the Council an update on the Park Purchase Program. CHFA received the Council's comments and she is working on them with her executive team to reach agreement on their responses. The process is moving through as she meets with the various teams. She does not anticipate the review process to be an extensive period of time. She will keep the Council updated on their progress.

EDUCATION COMMITTEE:

OLD BUSINESS:

NEW BUSINESS:

CORRESPONDENCE:

DCP COMPLAINT AND INSPECTION REPORTS:

1. Pending and closed complaints.

Ms. Pamela Brown stated that Ms. Janita Hamel will report to the Council on the Complaint Report. Ms. Hamel reviewed the timeframe of the report and complaint statuses shown. Ms. Hamel reminded the Council that Information Technology Department (IT) is still working on finding a way to create a cumulative report. At present, only the complaints within the timeframe noted are what appear.

Mr. Podolsky asked at what point can more detail on the complaints can be provided? He noted, at present, it is impossible for the Council to understand the issues that are coming in as complaints from the disposition status, alone, without any detail. Ms. Hamel stated after the file is closed, more detail can be provided. Mr. Podolsky asked if the nature of the complaint can be noted on the report. This would be more beneficial and helpful to the Council. Ms. Brown assured the Council that this information will be included in the next report and reiterated the fact that her Division is having technical issues with the generation of the reports which IT is working on.

Ms. Brown, Ms. Hamel, and Mr. Podolsky fielded questions from Council Members regarding access to information. In addition, they answered questions on closed complaints from Mr. Delohery and on financing concerning her Park Residents from Ms. Stemm. Mr. Podolsky

asked that the financing issues encountered with the Department of Housing by Ms. Stemm's resident be forwarded to him for assistance. As an aside, he advised that it is important for Park Owners to know that the landlord can initiate applications for financing. He also noted that the monies are being realized much faster than in the past.

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

Mr. Delohery asked Ms. Brown for an update on the status of a Mobile Home Park in Thomaston, Connecticut. She asked that he e-mail her after the meeting since this may be an open complaint and cannot be discussed in this forum.

Ms. Brown noted that she has not yet seen the new legislation and summarized the purpose of the same. She noted that her division completed at least 90% of their new inspections noting the difficulties encountered because of the pandemic. Ms. Brown completed a number of inspections herself to assist in the workload. Her Division should be doing re-inspections to address deficiencies at this point and the owners should have received notice of the same and be in the process of coming into compliance.

DCP LEGAL:

Update on pending and resolved legal issues.

Ms. Cynthia Fernandez gave the Council an update on Country Mobile Estates. The sale was closed on August 19, 2021 and the new Owner has passed all inspections. Also, the receivership is closed. The administrative appeal of Country Mobile is still ongoing and making its way through the Civil Court process.

Mr. Delohery inquired on the status of a complaint mentioned earlier in the meeting. Ms. Fernandez noted that she has contacted the respondent. The complaint is ongoing which is all she is able to comment on at this time.

COMMENTS OR CONCERNS OF ANY PERSON PRESENT TODAY:

There were no further comments or concerns discussed.

There being no further business, the meeting adjourned at 11:26 AM. (Delohery/Slover)

Respectfully Submitted,

Robert M. Kuzmich, Architect Emeritus
License and Applications Specialist

2021 MEETING SCHEDULE:

March 9, 2022
June 8, 2022
September 7, 2022
December 7, 2022

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