

Attachment 2 – Mobile Home Park Residents’ Rights Team Completed & Ongoing Projects 2019-2025

Completed Projects

- **Mobile Home Park Webpage**
<https://www.fcgov.com/neighborhoodservices/mobile-home-park-communities> provides up-to-date information about mobile home parks in Fort Collins, eviction avoidance programs, and links to the State MHP Dispute Resolution Program and local Access Fort Collins complaint/communication system.
- **Mobile Home Park Mini-Grants**
\$50,000 allocated by City Council in 2019 as a mid-cycle budget appropriation for mini-grants awards of up to \$5,000 per project to neighbors, property managers, and/or property owners through an application-based approach with selection criteria developed collaboratively by mobile home park residents, City staff, property managers, and mobile home park owners. Funded projects included replacement of windows and doors, tree trimming and removal, water quality testing, and testing of water utility submeters. Additional projects for home and community improvement were offered through federal American Rescue Plan Act funding (up to \$7,000) in 2023-2024 and 2050 Climate Tax dollars in 2024. 2050 Climate Tax funds for MHP mini-grants have been awarded for 2025 and 2026.
- **Municipal Code Changes**
Municipal Code changes have expanded protections for participation in community meetings, limited required upgrades to homes, clarified responsibility for tree maintenance and costs, required participation in leak notification systems, protected window-unit air conditioners and clotheslines, allowed increased auditing functions of rebilling for water, and added transparency and language equity requirements to property management and emergency contact postings.
- **Local Complaint System**
State MHP Dispute Resolution complaints do not allow anonymous submissions, which led to fear of retaliation from property managers or owners. The existing Access Fort Collins system for questions, comments, and service requests allow anonymous complaints and requests from all residents. A special section for Mobile Home Parks was added to the “Neighborhoods” topic area with submissions routed directly to the MHP Residents’ Rights Team for review, investigation, and customer service by a Neighborhood Liaison.
- **Mobile Home Park Handbook**
This handbook was completed in 2024, is available on the website at: <https://www.fcgov.com/neighborhoodservices/mobile-home-park-communities> in Spanish and English, and is distributed to residents, managers, and owners. The handbook provides information on MHP laws, maintenance, utilities, community and city resources, and the enforcement program. Development of this handbook has been occurring since 2020 but has been delayed due to changes in legislation, utilities processes, and the development of this enforcement program. Additionally, due to the increased level of collaboration across city departments to address MHP issues, certain matters have come under the scope of different work areas. For example, lot grading complaints were previously directed to Stormwater. They are also under the purview of Building Inspection, which has different processes and enforcement capabilities. As this collective work evolves, we continue to update the plans for the handbook.

- **Utility Billing Transparency & Leak Notifications**

Through extensive outreach with residents, community partners and the City have received reports of high water bills that vary widely for a unit; retaliation through water rebilling by property owners; inconsistent calculations of monthly water utility charges; inconsistent fee structure between housing units; and failure to disclose the MHP's monthly water bill, amount paid, or formula/rates used to calculate each unit's share of the water cost required under state law. Municipal Code changes now Neighborhood Services to audit water rebilling from water utility bills, park water bills, and rebilled amount from residents as well as require all MHPs to register for continuous consumption/leak notification monitoring programs available through water providers.

- **Local Nuisance Code Proactive Enforcement Rollout**

Code Compliance staff added proactive inspections to all MHPs in city limits, continue to conduct complaint-based enforcement, and collaborate with Programs staff for voluntary compliance resources and education. Neighborhood clean-up and repair days focus on removing outdoor rubbish & household hazardous waste, repairing dilapidated fences, removing weeds & overgrown vegetation, and performing minor exterior repairs; proactively eliminating potential code violations. These programs began in 2021 and are offered twice per year as funding allows, prioritizing MHPs with the highest number and proportion of Code violations. Outreach efforts also include relationship-building with property managers, community resource fairs, and participation in Homeowner/Renter DIY workshops for home repair in mobile home parks.

Projects Currently Underway &/or Ongoing

- **Neighborhood Liaisons & Community Consultants for highest need MHP's**

Neighborhood Liaison and Community Consultant positions are designed to build a bridge between community needs and City/community resources, with an emphasis on equity to enhance the capacity of residents to participate in public engagement activities, decision-making at all City levels, and self-determination through community organizing. North College MHP and Skyline MHP are the only 55+ MHP communities in Fort Collins and a neighborhood liaison is assigned to each. The Mi Voz community group supported through La Familia-The Family Center programming also has access to City resources and programs for residents of MHP's in the North College corridor, Hickory Village MHP, Poudre Valley MHP, and Parklane MHP.

Staff is currently building capacity for community organizing and neighborhood action planning to shift from a convenor role to a support and sustain role for resident associations to allow assignment of Neighborhood Liaisons and Community Consultants to additional mobile home parks. Community Consultants have assisted with a number of programs including work with Fort Collins Utilities for Colorado Affordable Residential Energy projects, outreach events, and grant administration.

- **Larimer County Home Improvement Program ("LHIP") & Emergency Grants**

Low to no interest rate loans with flexible terms are available through LHIP to meet a homeowner's budget to repair or improve their home for low- to moderate-income Larimer County homeowners. The program includes mobile/manufactured home repairs. Emergency fund grants up to \$3,000 for individuals 50% or below the area median income for emergencies such as no hot water, burst pipes, gas leaks.

- **Colorado's Affordable Residential Energy Program ("CARE") & Larimer County Conservation Corps ("LCCC")**

CARE Program provides energy audits, education, and upgrades including low-flow fixtures, Energy Star refrigerators, air sealing, insulation, and HVAC upgrades. Through

the work of Neighborhood Services Community Consultants in mobile home parks, applications for the CARE program went from 12 to 99 in one year.

LCCC conducts basic inspection of homes, appliances, windows, toilets, and heating/cooling system and installs appropriate efficiency measures based on your home's needs, such as LED light bulbs, water conserving shower-heads and aerators, smoke/carbon monoxide detectors, clotheslines and high-efficiency toilets.

- **Education & Outreach**

The City of Fort Collins Neighborhood Services Department conducts regular outreach and education with MHP residents. This work often brings in representatives from other City departments and community partners to further deepen connections with residents and raise awareness of City and partner services that residents may not be aware of.

Some examples of these programs include:

- Neighborhood Meetings: City staff works with the community to set up meetings to discuss concerns, issues, or opportunities for MHP residents. These meetings provide important information to neighbors, and allow them to ask further questions of staff and provide feedback.
- DIY Workshops: Residents learn valuable DIY skills in a fun and safe environment, and then take those new skills home to perform routine home maintenance themselves. DIY workshops have covered a variety of topics, such as helping residents familiarize themselves with common power tools and their uses, or showing residents how to fix common plumbing issues with hands-on demos from local experts.
- Resource Fairs: Residents are invited to connect with other city departments and community partners in a fun event that attracts the whole family. The most recent fair in Harmony Village MHP hosted 16 booths, which included a mix of representatives from City departments and community organizations. In addition to resource & information booths, there are typically catered meals for residents and entertainment such as a petting zoo, face painting, and a photo booth.

- **MHP Home Improvement Grants (limited to building envelope work for 2025-2026)**

In 2023-2024, Neighborhood Services completed 37 mobile home improvement projects, significantly enhancing residents' quality of life. Over \$200,000 in ARPA funds, Innovate Fort Collins Challenge funding, and Climate 2050 Tax went directly to these projects to improve individual mobile homes. Projects included electrical upgrades, flooring repair, skirting replacement, roof replacement, and others. Most of the roofing projects were required for the resident to obtain homeowners' or renters' insurance, a condition of their leases to remain in the mobile home park. 2025-2026 MHP home improvement grants will focus on building envelope issues such as air sealing, windows, insulation, skirting and door replacement, roofing work, and subfloor repairs.

- **Local & State Policy Work**

Through collaborative work with community partners, residents, mobile home park managers and owners, and regional stakeholders, the MHP Residents' Rights Team has provided information on MHP issues and concerns to the Department of Local Affairs MHPOP program and elected state-level representatives to help assess strategies and legislative changes. Public engagement activities also led to collaborative development of Municipal Code changes to support residents' rights and neighborhood livability.

- **Resident Association & Organizing Assistance**

Modeled after existing Neighborhood Services leadership development programs, City staff supports development and ongoing community organizing of Residents' Associations (RA's) in MHPs including Skyline MHP, North College MHP, Harmony Village, and Hickory Village. Once established, RA's have support but not guidance or input from the City and are entirely run by residents. RA's improve outcomes for residents and managers by streamlining and strengthening communication, organizing projects and initiatives, and enhancing the sense of community within a park. These groups may also be precursors to resident-owned community co-op formation and financing in the event their MHP is for sale.

- **Targeted Community Mediation & Community Mediators/Promotoras Program**

The City of Fort Collins Community Mediation program is a free and confidential mediation program to help Fort Collins residents work through their conflict in a productive way that offers an alternative to hiring lawyers, going to court, calling enforcement agencies, and escalating the conflict. Mediation is led by professionally-trained mediators who are there to help all parties communicate their needs and work towards a healthy compromise.

The Eviction Legal Fund also works with community partners to train community members as volunteers (promotoras) who want to provide mediation services in their own neighborhoods. This effort is made in response to an identified need to address housing instability. Mediation can be a valuable alternative to legal action in eviction proceedings, where landlords have legal representation 90% of the time while tenants only have that same support 10% of the time.

- **Eviction Legal Fund 'Know Your Rights' Trainings & MHP Resident/Landlord Support**

The City of Fort Collins offers free legal assistance, advice, and training through partner organizations. Specifically designed 'Know Your Rights' trainings for MHP residents, managers, and owners are offered multiple times throughout the year. Qualified legal professionals also offer legal clinics and direct representation for anyone facing housing-related issues. Colorado Poverty Law Project, one of the Eviction Legal Fund partners, has a dedicated MHP specialist unit and attorneys that work with Fort Collins MHP residents and attend outreach events. Housing packets and a housing hotline are accessible in Spanish and English through other partners. Quarterly housing resource events are hosted by Eviction Legal Fund partners and advertised through Community Consultants and Promotoras in MHPs.