



# Mobilehome Residency Law Protection Program

## What is the Mobilehome Residency Law Protection Program (MRLPP)?

The MRLPP provides assistance in resolving certain disputes between mobilehome homeowners and mobilehome park owners or managers. The MRLPP selects the most severe alleged violations of the Mobilehome Residency Law (MRL) for potential referral to a contracted nonprofit legal service provider if the complaint cannot be resolved between the affected parties. The MRLPP may also refer complaints, or portions of complaints, to the appropriate enforcement agency for investigation or further action.

## What types of complaints can be filed with the MRLPP?

The MRL is the “landlord-tenant law” for mobilehome park tenants and mobilehome park owners, and covers rental agreements, park management, termination of tenancy, fees charged by mobilehome park owners, and more.

## How do I submit an MRLPP complaint?

Homeowners may submit a complaint by telephone at (800) 952-8356, or may submit an MRLPP Complaint Form, available via phone, mail, or online at [www.hcd.ca.gov](http://www.hcd.ca.gov).

Information that will be requested by the MRLPP: 1) proof of mobilehome ownership, 2) the name, address, and phone number of the mobilehome park indicated in the complaint, and 3) any documents or facts that are relevant to the alleged violations of the MRL.

## What happens once I submit an MRLPP complaint?

Once a complaint is received, the MRLPP reviews the complaint to determine whether the allegation is a potential MRL allegation. If a potential MRL allegation is identified, the complaint **may** be selected for further assistance, including good faith negotiations with the mobilehome park and/or referral to a contracted nonprofit legal service provider. Many complaints do not meet the criteria, however, the MRLPP may be able to provide assistance, information, and/or resources.

## I rent my mobilehome and am a tenant. Can I submit an MRLPP complaint?

Only mobilehome owners can file a complaint through the MRLPP. Tenants who rent their home from a mobilehome owner are protected by the MRL and may choose to pursue a civil action, but at their own expense. However, the MRLPP may still be able to provide assistance, information, and/or resources.

**Even if we can't help you directly, we can point you in the right direction.**

1.800.952.8356

[MHAssistance@hcd.ca.gov](mailto:MHAssistance@hcd.ca.gov)

[www.hcd.ca.gov](http://www.hcd.ca.gov)

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*The Mobilehome Residency Law Protection Program cannot arbitrate, mediate, or offer any legal advice. Participation in the MRLPP does not prevent you from seeking legal advice from a licensed attorney or legal aid provider, or from contacting local officials for assistance.*