



San Marcos Mobilehome Residents Association
P.O. Box 4104 San Marcos, CA 92079-1015

Training and Certification of Park Managers

Submitted by Lloyd L. Rochambeau, President

I want to commend the Committee for holding this hearing and for giving some long overdue attention to the issues and concerns of mobile home dwellers. While enforcement is the **number one priority** for providing some balance in the affairs of mobile home park dwellers, this issue is an important step forward.

It is absurd that individuals and companies can be given the responsibility to manage park residents lives and to inflict upon them life crushing consequences without one hour of training.

I, personally have undergone training and testing and licensing for several positions during my working life. Briefly recapping: one of the first was being licensed as a Nursing Home Administrator in the 1970's. Had to study and pass a test of 100 questions on Federal laws and 50 questions on California laws with a minimum score of 70. Later I sought the CPM (Certified Property Manager) designation from the Institute of Real Estate Management (IREM). This required traveling to 3 cities for 4 days at a time for training, and then submitting a "paper" which was a complete report on the last property visited. I have also held a Real Estate persons license and later went into selling mobile homes as an agent. The agent license from HCD involved 12 hours of class instruction followed by a written test. These licenses are required to be openly posted in the dealership, and renewed every two years. I also went through the California Residential Care Facility Administrator licensing program.

I pass all this on to you so I can show you I have no qualms about making realistic projections for a **certification or licensure program** for Mobile Home Park Managers, having been through so many myself. There is enough money in this program to also finance an enforcement program. You should expect to see a huge push for enforcement of the MRL and title 25 in the coming months

- There should be a minimum educational requirement of High school or even an associate degree.
- **Certification should be mandatory.** No park should operate more than 30 days without a certified manager. There could be exceptions for parks with 50 or less spaces.
- The cost of Certification should be \$500.00, with renewal every two years costing \$250.00. With nearly 4,000 park managers to be licensed, the States costs would be covered.
- Training should entail no less than eight hours, preferably twelve. Renewal training with at least six hours.
- Testing should be a minimum of 50 questions, preferably 60 or more. Passing rate of 70 % correct required.
- Proof of certification (Certification Certificate) required to be publicly posted in the office for public viewing.

These are bare bones recommendations and need to be flushed out into a full certification or licensure program. There also should be minimum manager coverage of office hours, with no less than 4 days a week.