COLORADO
Department of Local Affairs
Division of Housing

Landlord's emergency contact number: 303-798-5600

Division of Housing's phone and email: 1-833-924-1147, MHPOP@state.co.us

Home Owner and Resident Rights

This notice summarizes resident rights and responsibilities under the Colorado Mobile Home Park Act, Dispute Resolution and Enforcement Program Act (DREP), and related rules. Residents can ask for a copy of this notice in an accessible format or another language from the landlord.

All residents have the right to:

- A landlord who maintains and repairs park premises for the safety of residents and their property (including roads, trees, water, sewer, utility lines and water drainage).
- Only one **rent increase** every 12 months and **only if** the landlord:
  - Provided at least 60 days' written notice of the rent increase; and
  - Has an active registration and does not owe any penalties to MHPOP, and has complied with all final government orders.
  - Learn more and check if your park may be prohibited from increasing rent at doh.colorado.gov/rent-increases.
- 48+ hours' notice if **water service** will be disrupted for more than 2 hours for planned maintenance, and reasonable notice in cases of emergency. If a service disruption is the landlord's responsibility and lasts 12+ hours, the landlord must provide:
  - One portable toilet for every 5 affected households
  - At least 2 gallons of potable water for each member of the household
  - An additional 8 gallons of potable water for each member of the household no later than 72 hours after the disruption begins
- Protection from unreasonable **park rules**.
- 72+ hours' notice before the management enters your lot (including the date and approximate time of entry), except when management is posting legally required notices.
- Protection from **retaliation** by the landlord when you exercise your legal rights, including making a complaint.

- Ask the landlord to advertise and attend a free, public, accessible meeting for residents, with interpretation services, within 30 days (twice per year).

Home owners also have the right to:

- A written **lease** that includes all charges and fees. Home owners may, but are **never** required to sign a new lease after their initial lease term ends.
- A maximum security deposit of one month's rent, including any pet deposit.
- Meet with other home owners in common areas of the park to discuss park matters (if properly reserved) and to start a homeowners' association.
- Sell your home and put up a For Sale sign on or in your mobile home.
- **120+ days** written notice before the landlord sells or transfers the park. A group of home owners has the right to make an offer to buy the park at any time, and have the landlord consider the offer in good faith.
- **12+ months** written notice before the landlord closes part or all of the park. If the closure will displace your home, you can give the landlord a written demand for relocation costs or compensation.
- **30 to 60 days** to sell or move your home after an eviction judgment by a court (Judgment for Possession), depending on whether you prepay rent after the first 30 days.

All residents have the following responsibilities:

- Follow all local ordinances and state laws related to mobile homes and mobile home lots.
- Ensure that your conduct and the conduct of your occupants or guests does not threaten or harm people, animals, or property.
- Pay your rent on time.
- Follow all reasonable, written park rules and regulations.
- Keep your lot clean and do routine lawn or yard maintenance (except major landscaping projects). Note that the landlord is responsible for tree maintenance.
- Tell your landlord if you intend to sell your home, and tell any prospective buyers that they must apply and be approved for tenancy by the landlord before they can live in the park.

Eviction of home owners

A landlord can only end a home owner's tenancy for **specific reasons** listed in the Mobile Home Park Act. For example, a landlord cannot end a home owner's tenancy for **any** violation of park rules; **only** for violations of park rules that are necessary to prevent material damage to property or the health or safety of individuals. Home owners then have 90 days after receiving a lease termination notice (Notice to Cure or Quit) to fix violations of park rules, local ordinances, or state laws. If you receive a Summons and Complaint telling you to file an answer or appear in court, **you should respond or appear**; if you do not, you will lose the eviction case by default.

File a complaint

People who own or rent a home in a mobile home park, as well as park landlords, may file complaints with the Division of Housing (the division) for violations of the Mobile Home Park Act or DREP. The division can investigate the alleged violation(s) and all parties must cooperate with the investigation. If the parties cannot reach an agreement, the division may impose penalties or require parties to take action to resolve violations.

To make a complaint, use the online complaint form at doh.colorado.gov/file-a-complaint-as-a-resident or contact MHPOP to ask for a paper form by mail:

- **MHPOP@state.co.us**
- **1-833-924-1147**