

**ORANGE COUNTY
BOARD OF COMMISSIONERS
ACTION AGENDA ITEM ABSTRACT
Meeting Date: November 20, 2017**

**Action Agenda
Item No. 6-b**

SUBJECT: Presentation of the Mobile Home Park Survey Report and Recommendations

DEPARTMENT: County Manager, Housing,
Human Rights, and Community
Development, Planning and
Inspections, and Health

ATTACHMENT(S):

1. June 20 BOCC Mobile Home Park Work Group Information Item
2. Mobile Home Park Survey Report
3. Summary of Tools Used In Other Jurisdictions
4. Mobile Home Park Recommendations

INFORMATION CONTACT:

Sherrill Hampton, 919-245-2490
Travis Myren, 919-245-2308
Craig Benedict, 919-245-2575
Meredith McMonigle, 919-245-2071

PURPOSE: To present the Mobile Home Park Survey Report and Work Group recommendations.

BACKGROUND: For many years, there has been interest in addressing the vulnerability of residents living in mobile home parks in Orange County. The Orange County Board of Commissioners allocated \$1 million in the FY2015-16 budget process to address preservation and retention of manufactured homes parks and/or to assist in the acquisition of property and land banking for future residential development as an affordable housing alternative. During the FY2016-17 budget process, the BOCC allocated another \$1 million to the land banking program.

Mobile Home Park Work Group

Following the establishment of the land banking program and designated funding from Orange County, local housing partners began to discuss and evaluate the opportunities and obstacles in redeveloping an existing mobile home park or developing new affordable housing addressing the needs of mobile home park residents at risk. Orange County Habitat for Humanity invited interested, local individuals to form an informal ad hoc committee that became known as the Mobile Home Park Work Group. The Work Group consisted of local government staff, for-profit developers, and non-profit housing staff and continues to meet as facilitated by County staff.

Over the course of several months, the Work Group reviewed and discussed several issues facing mobile home park residents and owners. The main issue identified by the Work Group was that mobile home park residents, specifically in Chapel Hill and Carrboro, were faced with losing their homes thereby resulting in displacement as a result of redevelopment of the existing parks. In addition, these residents faced limited affordable housing options due to a lack of available mobile homes and/or mobile home spaces elsewhere and increasing housing costs in the Towns.

After identifying the main issues that may be unfolding in the immediate future, the Work Group set out to identify goals, explore options, and consider strategies that would assist in developing effective recommendations to address the mobile home park issue in Orange County. Additional information regarding the Mobile Home Park Work Group is included in Attachment 1.

Mobile Home Park Survey Report

Throughout the process, the Mobile Home Park Work Group stressed the need to learn more about the mobile home park residents. In order to develop an effective strategy to deal with the potential conversion of mobile home parks, the Work Group recognized it was imperative to learn about the needs and obstacles current mobile home park residents are facing. In addition, the group identified the importance to collect information regarding residents' social and economic needs in order to create successful recommendations in the future. In order to gather input and data on existing residents, the Orange County Family Success Alliance initiated a survey campaign in August which included the completion of 100 surveys from eight (8) mobile home parks in Orange County. The Mobile Home Park Survey Report is included in Attachment 2. Information collected from this survey was utilized to develop the proposed mobile home park recommendations.

Best Practices

See Attachment 3 – Summary of Tools Used In Other Jurisdictions

Mobile Home Park Work Group Recommendations

Based on best practices, drafted mobile home park strategies, mobile home park evaluations, and the Mobile Home Park Survey Report, the Work Group formulated four (4) recommendations which are provided below and detailed in Attachment 4.

1.	Mobile Home Park Improvement and Expansion Program (Short Term)
	Orange County establishes a loan program for mobile home park owners to improve and/or expand their existing park. This strategy would be part of an overall Rental Rehabilitation Initiative for Investor-Owners with 25 or less properties. In addition, it is also recommended that up to \$500,000 from the \$2M Affordable Housing/Land Bank Set-aside in the approved Capital Investment Plan be used to initially fund this Initiative. Currently, the remaining balance in the Affordable Housing/Land Bank Set-aside is \$1,706,600.
2.	Repair and/or Replacement Program Component (Short Term)
	Orange County establishes, with local funds, a repair and/or replacement program component for residents living in a mobile home, whether rental or owner-occupied. This strategy would be part of the County's existing Single-Family Housing Rehabilitation and Urgent Repair Programs. Presently, assistance for mobile home repair is <u>only</u> available under the County's Urgent Repair Program and applicants must own the land, as well as the mobile home. If the recommendation is approved, it would allow for the inclusion of residents who do not meet the aforementioned ownership requirements but either have the owner's written approval for proceeding with the repairs and/or replacement or own the mobile home but not the land. In addition, it would allow for mobile home repair and/or replacement under the County's Single-Family Rehabilitation Program. Currently, there is a combined total of \$455,468 available for these programs.
3.	Mobile Home Park Development (Long Term)
	Orange County uses designated funds to pursue the development of a mobile home park and/or mixed housing development on an undeveloped parcel with access to transportation, goods, services, employment, and public water and wastewater infrastructure in the County.
4.	Greene Tract (Long Term)
	Orange County, the Town of Chapel Hill, and the Town of Carrboro elected officials and staff continue to explore affordable housing opportunities on the Greene Tract, with a focus on alternatives for displaced mobile home park residents and utilization of a portion of the Greene Tract.

FINANCIAL IMPACT: There is no negative financial impact associated with this item.

SOCIAL JUSTICE IMPACT: The following Orange County Social Justice Goals are applicable to this agenda item:

- **GOAL: FOSTER A COMMUNITY CULTURE THAT REJECTS OPPRESSION AND INEQUITY**

The fair treatment and meaningful involvement of all people regardless of race or color; religious or philosophical beliefs; sex, gender or sexual orientation; national origin or ethnic background; age; military service; disability; and familial, residential or economic status.

- **GOAL: ENSURE ECONOMIC SELF-SUFFICIENCY**

The creation and preservation of infrastructure, policies, programs and funding necessary for residents to provide shelter, food, clothing and medical care for themselves and their dependents.

RECOMMENDATION(S): The Manager recommends that the Board:

1. Receive the presentation;
2. Discuss as appropriate; and
3. Endorse the recommendations contained in Attachment 4.

MEMORANDUM

TO: Board of County Commissioners
Bonnie B. Hammersley, County Manager

FROM: Affordable Housing Land Banking/Mobile Home Park Work Group

DATE: June 20, 2017

SUBJECT: Information Item – Update on the Affordable Housing Land Banking/Mobile Home Park Work Group

Please accept the following memorandum regarding the Affordable Housing Land Banking/Mobile Home Park Work Group.

Background

For many years, there has been interest in addressing the vulnerability of residents living in mobile home parks in Orange County. The Orange County Board of Commissioners allocated \$1 million in the FY2015-16 and FY16-17 budgets for a land banking program. This program was established by the BOCC to address land banking of mobile homes parks, and/or to assist in the acquisition of property for future residential development as an affordable housing alternative. The goal was for these funds to support the development of affordable housing by acquiring improved and unimproved land for current and future affordable housing developments.

Mobile Home Park Work Group

Following the establishment of the land banking program and designated funding from Orange County, local housing partners began to discuss and evaluate the opportunities and obstacles in redeveloping an existing mobile home park or developing new affordable housing addressing the needs of mobile home park residents at risk. Orange County Habitat for Humanity invited interested, local individuals to form an informal ad hoc committee that became known as the Affordable Housing Land Banking/Mobile Home Park Work Group. The work group consisted of local government staff, for-profit developers, and non-profit housing staff including:

- Susan Levy, Habitat for Humanity
- Robert Dowling, Community Home Trust
- Jess Brandes, CASA
- Travis Myren, Orange County
- Craig Benedict, Orange County
- Ashley Moncado, Orange County
- Judy Johnson, Town of Chapel Hill
- Edward Barberio, Town of Chapel Hill
- Eric Chupp, Capkov Ventures, Inc.
- Elam Hall, Eller Capital Partners
- David Beck, Self Help

Over the course of several months the work group reviewed and discussed several issues facing mobile home park residents and owners. The main issue identified by the work group was that mobile home park residents, specifically in Chapel Hill and Carrboro, were faced with losing their homes and displacement as a result of redevelopment of the existing parks. In addition, these residents faced limited affordable housing options due to a lack of available mobile homes and/or mobile home spaces elsewhere and increasing housing costs in the Towns.

After identifying the main issues that may be unfolding in the immediate future, the work group set out to identify goals, explore options, and consider strategies that would assist in developing effective recommendations to address the mobile home park issue in Orange County.

Mobile Home Park Strategies

In order to address concerns related to mobile home parks, the work group proposed several strategies with the intent to mitigate displacement, preserve existing mobile home supply, and increase mobile home supply. The development of these strategies was based on a review of other communities' efforts addressing mobile home park conversions, similar to Orange County, and other successful case studies. In addition, these strategies incorporated approaches to address mobile home park concerns, based on the work group's experience and knowledge, as well as existing resources including the mobile home park inventory and maps. The purpose of collecting and drafting these strategies was to review and determine what options may be available for Orange County to successfully implement in order to address local concerns and goals related to mobile home parks. These strategies include:

- Mobile home urgent repair and rehab program;
- Mobile home park outreach campaign;
- Mobile home space/home lease or rental program;
- Rezoning of existing mobile home parks;
- Resident mobile home park purchase and management;
- Government funded financial incentives for park improvements;
- Government funded infrastructure improvements;
- Mobile home park revitalization and/or expansion;
- Government purchase of existing mobile home park;
- Government purchase, revitalization, and/or expansion of existing mobile home park; and
- Government purchase of undeveloped land for future development

Mobile Home Park Evaluation

While identifying and evaluating the proposed strategies, the work group also began a preliminary assessment of existing mobile home parks in the county. The purpose of this assessment was to determine the opportunity and capacity to employ the proposed mobile home park strategies in Orange County. As a result, the work group drafted key criteria to identify and evaluate mobile home parks where the proposed strategies may be feasible in Orange County. These criteria included:

- Access to public transportation, health services, government services, education, shopping, and employment centers;
- Condition of the mobile home park, homes, infrastructure, and amenities;
- Vacancy rate;
- Access to existing or planned public water and wastewater infrastructure;
- Estimated infrastructure costs;
- Future expansion and redevelopment opportunities;
- Future and existing land use and zoning, including surrounding parcels;
- Potential acquisition costs; and
- Current and future ownership, partnership, and management opportunities

Utilizing these criteria, the work group was able to identify several existing mobile home parks and potential new locations in the county where the individual strategies may be implemented successfully. This provided the group with a starting point for modifying the strategies and drafting recommendations that would be attainable and practical based on Orange County's resources and circumstances.

Next Steps

Moving forward, the work group will begin coordinating community outreach efforts with existing stakeholders and the Orange County Family Success Alliance in order to seek input from existing mobile home park residents. In addition, the work group will be drafting and finalizing recommendations to the Orange County Board of Commissioners. The final recommendations will include action steps with additional information, including identified locations in the county where the recommendations may be implemented and various items for consideration by the BOCC for successful outcomes. These recommendations will be presented for review and comment at the September 19 BOCC meeting. At that time, the BOCC may request further information from the work group and/or determine the next steps in the process based on information received.

If you have questions, please contact Ashley Moncado, Orange County Special Projects Planner, by phone at (919) 245-2589 or by e-mail at amoncado@orangecountync.gov or Craig N. Benedict, Orange County Planning Director, by phone at (919) 245-2575 or by e-mail at cbenedict@orangecountync.gov.

Mobile Home Park Survey

10/9/2017
Orange County Health Department
Family Success Alliance

Acknowledgments

Deepest thanks and appreciation go first and foremost to the residents of the mobile home parks in Orange County for their time and participation.

We would also like to thank the following people:

Survey Collectors

Antonia Cortes
Brittany Bulluck
Claudia Yerena
Erika Cervantes Munoz
Mariela Hernandez

Data Team

Coby Jansen Austin
Dominika Gazdzinska
Meredith McMonigle
Kiana Redd
Juliet Sheridan

County Manager, Bonnie Hammersley
Deputy County Manager, Travis Myren

Orange County Planning and Inspections Department, especially Ashley Moncado

Executive Summary

A survey was conducted of 8 mobile home parks in Orange County identified as high risk for displacement and/or because of an interest in general information about residents and living conditions. 96 surveys were conducted by Navigators from the Family Success Alliance. Almost all families were Hispanic, very low income, and own their own homes, but rent space from the mobile home park. Most of the families are satisfied living in their current mobile home and prefer not to move. Residents often look to their neighbors for assistance with child care, transportation, and other services. Many also rely on public transportation to get to medical appointments, work, and school.

Although residents are generally satisfied, many residents also feel they don't have many options other than living in their mobile home; their low income limits their ability to move elsewhere, and they prefer not to move because of the schools, public transport, and proximity to services. The residents were also very clear that moving into an apartment complex is not a preferred option—they commented that in addition to the huge difference in cost, there's a lack of privacy and concern about limited places for children to play. Although not collected in the survey, documentation status was also an issue raised by many families as a significant obstacle in securing affordable housing.

The biggest concerns residents had about the parks themselves were infrastructure in the mobile home parks and the age and condition of their mobile homes. Many of the homes are very old—the newest home was manufactured in 2002, and residents are concerned about limitations on moving their homes based on the age and condition of the home and the cost to move it. When it comes to management, residents commented that many of the mobile home parks need infrastructure maintenance, especially for roads and landscaping, e.g., filling in potholes with gravel, for dead trees to be cut down, fixing drainage issues.

The Navigators, who administered the surveys, noted that residents often seemed proud of their homes and hoped to stay there long-term. Many residents also shared that they are carpenters, electricians, and construction workers and discussed their ability to contribute their extensive skills to the building or repairing of homes and the park.

In summary, many of these mobile home parks consist of tight-knit communities of families with children, who are proud of their homes and where they live. They own their own homes and would like to own their land as well. Because of their documentation status and their income, many of these families feel they have no place to go—that they can't afford to move and are afraid that they won't qualify for assistance, if developers displace them.

Table of Contents

Acknowledgments.....	1
Executive Summary.....	1
Introduction	3
Survey Methodology.....	3
Results.....	4
Survey Overview	4
Demographics	4
Annual Household Income.....	5
Current Mobile Home Information.....	5
Cost Information	6
Owning or Renting Their Home	6
Services	7
Public Transportation.....	7
Services	7
Internet	7
Relocation	7
Mobile Home Conditions	8
Park Management.....	10
Improvements to the Mobile Home Park	10
Management Responsiveness to Resident Concerns	10
Additional Observations by the Survey Team.....	11
Appendix A: Letter to Residents	12
Appendix B: Final Survey in English.....	13
Appendix C: Final Survey in Spanish	19

Introduction

For many years, there has been interest in addressing the vulnerability of residents living in mobile home parks in Orange County. The Board of Commissioners allocated funds in the FY 2015-16 and FY 2016-17 budgets to address land banking of mobile home parks and/or to assist in the acquisition of property for future residential development as an affordable housing alternative. An ad hoc committee of local housing partners and county staff began meeting last fiscal year to discuss and evaluate the opportunities and obstacles. The voices of mobile home residents were not a part of this initial process, and the committee recognized the need for their input. Therefore, Navigators with the Family Success Alliance, who have personal and programmatic connections to mobile home park residents, partnered with the county manager's office to visit various mobile home parks during a four-week period in August and September to conduct a survey and gather input from residents.

Survey Methodology

Out of approximately 100 mobile home parks in Orange County, 8 parks were selected by the Planning Department as areas of special interest owing to developer activity or an interest in general information about residents and living conditions. These parks were assigned to FSA Navigators, who had a goal of a 33% response rate, or around 100 surveys total. In Table 1, each of the eight priority mobile home parks are listed, with the goal and actual number of surveys collected. The Planning Department's selections for those parks at high risk of displacement were mostly in Chapel Hill and Carrboro; although these parks represent a small fraction of all parks in the county, these parks are overrepresented in the survey.

In early August, a letter was sent to residents of the selected parks to notify them that surveys would be conducted (see Appendix A). Survey piloting and data collection took place from August 9, 2017 to September 11, 2017. Each survey took between an hour to an hour and a half, and 82% of them were conducted in Spanish. Families who participated were given a \$10 gift card to Walmart.

The Navigators used snowball sampling—each of them had contacts within the mobile home parks, and enlisted those contacts in helping them find other families who would be willing to participate. They also waited at the school bus stop, mailboxes, and other gathering areas in order to begin conversations with residents and encourage their participation. This sampling method means that there may be selection bias in terms of who agreed to undertake the survey. The Navigators did knock on doors cold, but some families refused to open the door or refused to participate.

Specifically, because sometimes the maintenance workers live in the mobile home parks, they received the introductory letter explaining the survey and asking for participation. Many of the residents expressed fear that the maintenance workers had told their landlords about the survey and would retaliate against them if they responded. This fear was especially prevalent in some mobile home parks compared to others. Despite the best efforts of our Navigators, some families refused to participate.

Results

Survey Overview

There were 96 surveys completed, with some mobile homes reaching higher rates of participation than others.

#	Mobile Home Park Name	Street Address	City	Purpose/ Objective	Approx. Survey Goal (32.5%)	# Occupied Sites	Actual # Surveyed	% Sampled
1	Airport Road	1575 Martin Luther King Jr Blvd	Chapel Hill	Displacement	10	33	23	70%
2	Byrdsville	1801 Old NC 10	Hillsborough	General Feedback - Hillsborough	15	47	13	28%
3	Caroline	4931 Howe St	Durham	General Feedback – Eno Area	21	66	16	24%
4	Homestead	6421 NC 86 S	Chapel Hill	General Feedback – Orange County	3	9	4	44%
5	Lakeview	1000 Weaver Dairy Rd	Chapel Hill	Displacement	10	33	6	18%
6	Rocky Brook	500 S Greensboro St	Carrboro	Displacement	13	41	13	32%
7	Tarheel	1208 Martin Luther King Jr Blvd	Chapel Hill	Displacement	23	72	14	19%
8	Village AKA Wright's	1660 Martin Luther King Jr Blvd	Chapel Hill	Displacement	7	24	7	29%
					102	325	96	30%

Demographics

Overall, most of the participants were Hispanic (89%), with 8% of participants who were African-American, and 4% of participants who were white.

Here is a table of the main demographics:

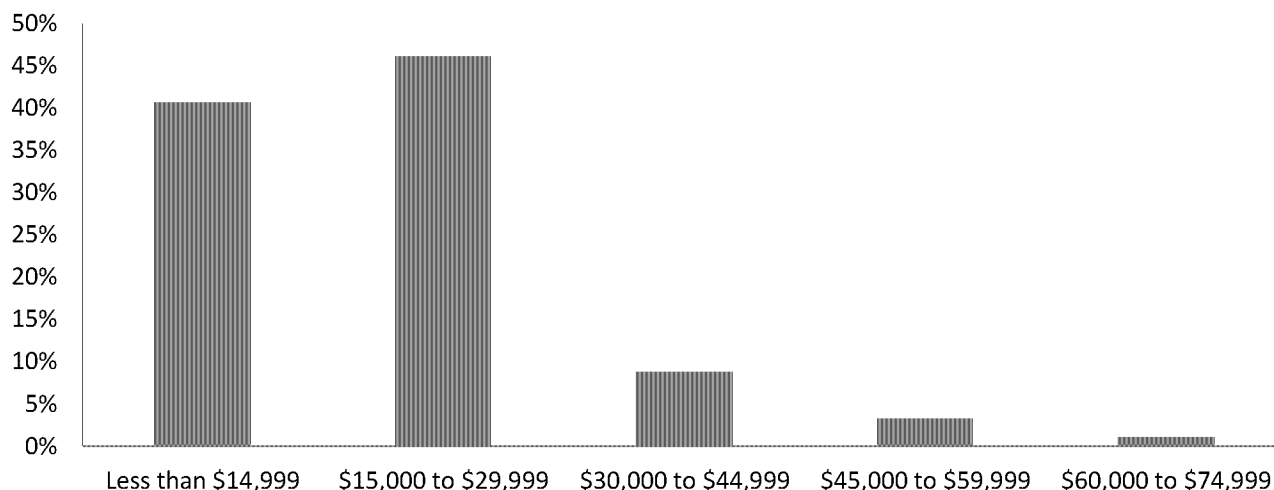
Race/Ethnicity	% (number)
Hispanic	88.5% (84)
African-American	8.3% (8)
White	4.2% (4)
Household Information	
Average Members of Household	4.1
Average Number of Children	1.8
Average Adults Contributing to Household Costs	1.4
Percent with Children (0-17 y/o) in Household	76%
Percent with Seniors (62+ y/o) in Household	8%

School District Attended (if children in household)	
Orange County Schools	40.3%
Chapel Hill-Carrboro City Schools	59.7%

Annual Household Income

The families in this study were almost entirely very low income. Almost all families (87%) make less than \$30,000 per year.

Annual Household Income, % of Respondents



Looking at Area Median Income, HUD defines AMI for a family of 4 in Chapel Hill as \$73,300. Given that the average members of the households for families in our study was 4.1, almost all of the families (85%) represented are at or below 40% of AMI, with 2 in 5 families at or below 20% of AMI.

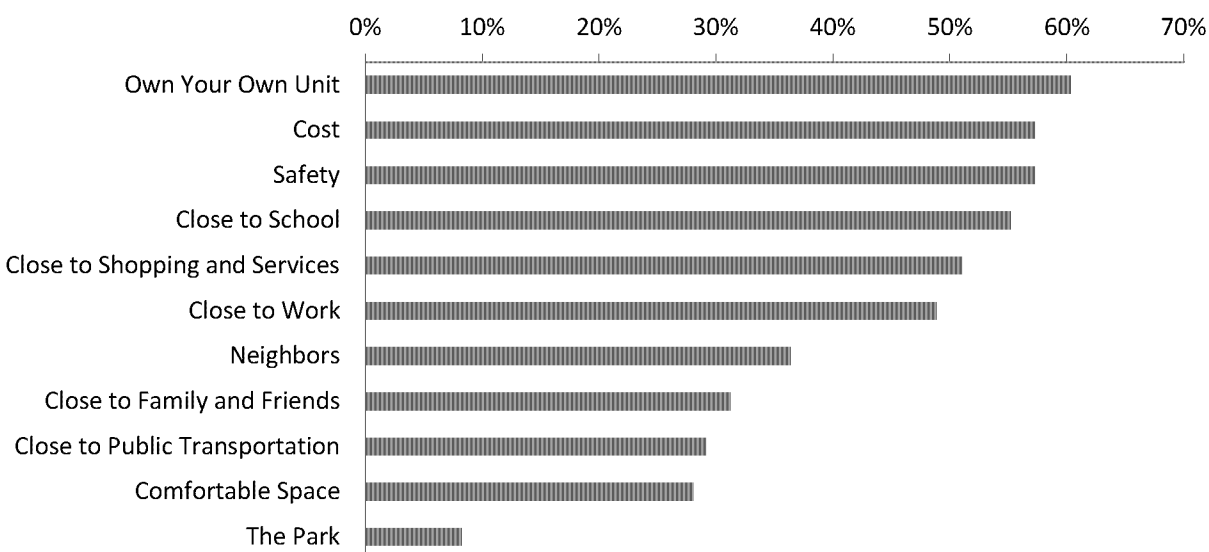
Current Mobile Home Information

59% of respondents live in mobile home parks located in the Town of Chapel Hill, 14% in the Town of Carrboro, 3% in the Town of Hillsborough, and 24% in Orange County, outside of town limits.

When asked how long they had lived in their mobile home, a quarter had lived there 1-4 years (25%), more than a quarter for 5-9 years (28%), one fifth for 10-14 years (22%), and 12% for 15-19 years. The majority of families owned their home (83%) but rented their park space (89%).

Overall, almost all of the residents were satisfied or very satisfied with their current mobile home (95%).

What do you like most about your current home?



Cost Information

Most families own their own home, which means they pay for their mobile home space, water, electricity, and assorted other costs. The average rent for the mobile home space was \$342; once the average cost for utilities is included, the total cost of housing is approximately \$568 per month.

For families who do not own their homes, the average total monthly cost for renting the mobile home is \$489 per month. When added to the others costs those residents pay, which in some cases includes space rental and usually includes utilities, is approximately \$787 per month. It is important to remember that very few families rent their homes: only 17% of families are bearing this higher cost.

A majority of families (70%) said that rent has increased at least one or more times in the last 12 months, and on average, rent increased \$44 dollars, with a maximum increase of \$90 dollars. These costs are broken down below:

Type of Bill	Average Cost per Month	Minimum Cost	Maximum Cost
Mobile Home Mortgage	\$489	\$200	\$850
Mobile Home Space	\$342	\$280	\$450
Water	\$64	\$20	\$200
Electricity	\$158	\$50	\$350
Other (Including internet, cable, and cellphone)	\$192	\$18	\$400

Owning or Renting Their Home

Almost all of the families preferred to own their homes in the future (95%), and almost the same number of families wanted to own their land in the future (94%). When asked about selling their mobile home that they currently own, around half of families (56%) said that they would sell if they could. More

families who live in the County instead of in town limits indicated that they would sell their homes compared to those who live in the city limits (61% vs. 54%).

Services

Public Transportation

40% of families used public transportation. Of these families, the most common reason to use public transportation was for medical appointments or health services (74%). Getting to work (68%) and school (58%) were also common responses.

If the family did not use public transportation, all of them except one family said that they have a car and drove themselves (96%).

Services

When families were asked about where they went to access services, the service a majority of families mentioned that they would ask their neighbors were child care (52%). The next most common areas where residents would reach out to their neighbors were for transportation (42%), carpenters (40%), and electricians (30%). Most other services, including computer repair, lawn care, car repair, medical care, and produce or food were sought outside the mobile home park.

Internet

Almost three-quarters of the mobile home parks had access to the internet (72%), and 80% of families living in those parks are connected to the internet in their homes.

Of the 28% of families who do not have access to the internet, half of them access it through their cellphones. One fifth of those families access the internet at the library, and around the same number don't use the internet (equivalent to less than 6% of all respondents).

Relocation

When asked about their preferences for their ideal living situation, 87% of families agreed that a detached single family home would be ideal. Similarly, 82% of families said that a multi-family or apartment building would be their least preferred option. Some families said that they would never choose to live in an apartment building.

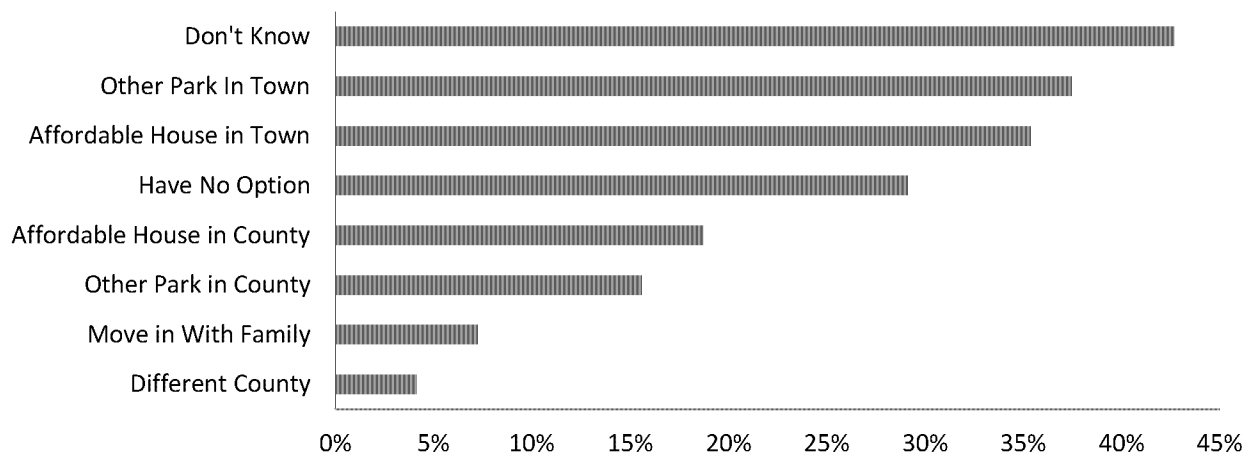
A majority of families selected a mobile home as their second choice (62%), and 59% listed an attached single family home like a townhome or duplex as their third choice.

Chapel Hill and Carrboro residents were asked if they would be happy relocating to outside of the Chapel Hill-Carrboro area. More than three fourths of families (80%) responded that they would not want to relocate outside of the Chapel Hill-Carrboro area. Only 1 in 5 families indicated that they would be willing to move outside CHC.

When asked why they would not want to relocate outside of the Chapel Hill and Carrboro area, almost half of the families cited the school system as the primary reason they would not want to leave. That reason is closely followed by being close to work and the store and liking the area. Almost 20% of families said that they depend on the public transportation system, as they can't drive.

If the mobile home park closed, most families didn't know what options they had (43%), although another park in town or an affordable house in town were common responses. It is important to note that almost a third of families said they didn't have another option if their park closed (29%).

Options Families Would Consider if Park Closed



Most families do not want to move from their current mobile home park (85%). The most common priorities influencing families' decisions to move were the school system, proximity to family and friends, affordability, home ownership options, and proximity to stores and services.

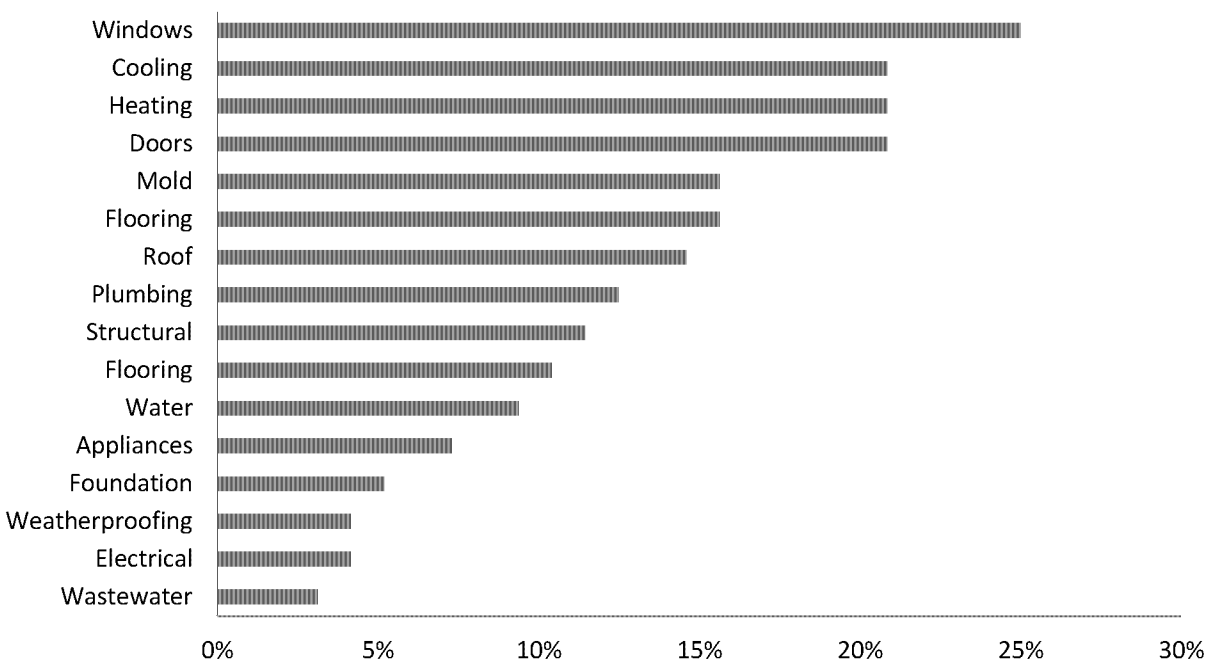
When asked if funding was available to move their existing mobile home, 68% of families would apply, but some families expressed reservations about whether they would qualify and that their mobile home might not be moveable. Additionally, they mentioned that some parks required that homes be less than 10 years old in order to move in; none of the survey respondents would meet that requirement.

Mobile Home Conditions

All of the mobile homes in the survey were built before 2002. The majority were built in the 1990's (42%), with around a quarter built in the 1980's (27%). The oldest house was built in 1960, the most common year of manufacture was 1996, and the median year was 1986. Almost all of the homes (94%) were single-wide homes. In addition, two-thirds of homes had modifications like additions, porches, decks, or ramps.

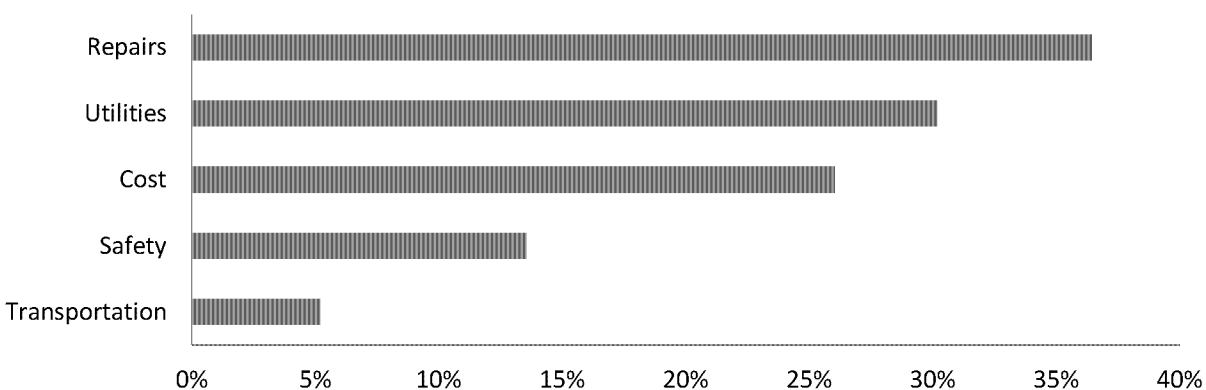
When asked about issues, the most common responses were windows, doors, heating and cooling, mold, flooring, and the roof.

Problems with Mobile Homes



Overall families' greatest concerns about their home were related to repairs, utilities and cost. Safety and transportation were also mentioned as concerns.

Families' Greatest Concerns Related to Their Home



Approximately half of the families stated that their homes would not be able to relocate without significant damage (50%), and 40% of families said that their homes could be relocated; 10% did not answer the question.

There were differences in condition of the home between respondents in the Chapel Hill-Carrboro area and the Hillsborough and greater County area. In the Chapel Hill-Carrboro area, 49% of families said that

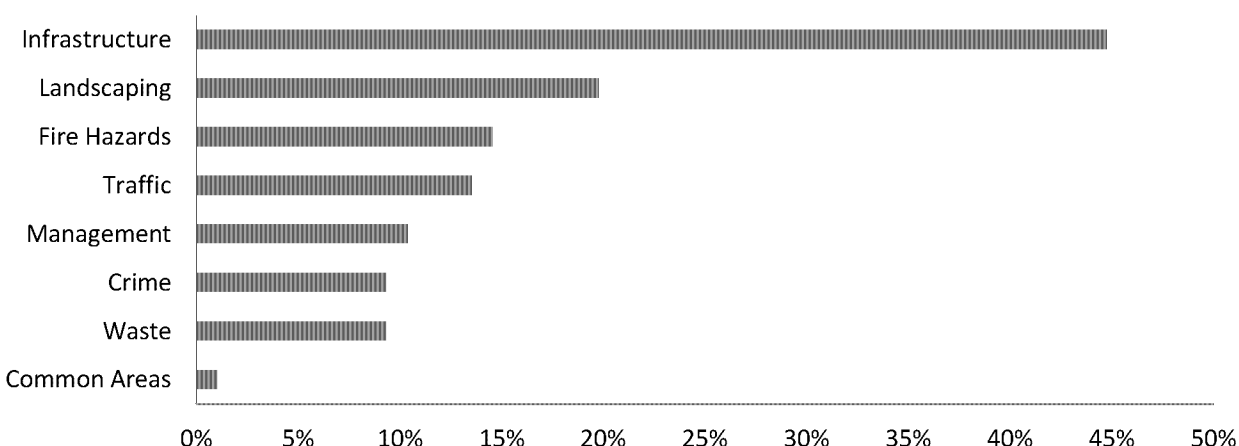
their homes could not be moved without significant damage, compared to 65% of families in the County who could not move their homes.

When asked if they would apply for funding to repair and maintain their homes, 84% of families would apply.

Park Management

Only 17% of families were dissatisfied with current park management, although families had many suggestions for how to improve the mobile home park. They were asked about their greatest concerns related to their mobile home park, and their answers were overwhelmingly related to infrastructure problems:

Families' Greatest Concerns about Their Mobile Home Park



Improvements to the Mobile Home Park

When families were asked how the mobile home park could be improved, the most common responses were to improve and fix the roads, with more than double the responses of other issues. Those suggestions included adding gravel in places, repaving areas, and fixing potholes.

Other common concerns included adding green areas and a park or playground for children, having more space between homes, adding more lighting, and improving the quality of the water.

Living conditions in the parks have mostly stayed the same over the past three years, with 69% of families experiencing approximately the same living conditions. For those residents where conditions had changed, more of them had changed for the worse rather than the better, although they were around the same (16% worsened, while 14% improved).

Management Responsiveness to Resident Concerns

In the past, 2 in 5 families have tried to contact management with a problem about the park. Of those families, more than half of them (55%) were dissatisfied with management's responsiveness.

When asked about retaliation, only 20% of families were concerned about the manager and/or owner getting back at them for complaints or requests. Of those families, all except one identified as Hispanic.

On the other hand, 63% of families would file an anonymous complaint if that was available, signaling that retaliation may be a larger concern than the original data would suggest.

One resident told the following story:

“We complained about the potholes in the road for a long time. Finally, our manager bought gravel and filled in the holes. However, a few months later, rent went up a lot for everyone. We could never prove that it was because of gravel, but now we’re afraid to complain about anything.”

Additional Observations by the Survey Team

During survey administration, many families discussed the following concern with the survey team:

Documentation Status: Although not collected in the survey, many families expressed that documentation status can be a significant obstacle, even for those families who have “mixed status” (the children are citizens, but the parents are not). The lack of legal status for parents can restrict the services that they are eligible to receive and can complicate other issues. For example, some mobile home residents have the signed title from the previous owner, but in order to put the title in their name they need a North Carolina driver’s license, which they can’t get if they’re undocumented. Families are very interested in programs where they could put in work to buy a home and the land it sits on, but are concerned they may not qualify because of their documentation status. They are afraid that there may be similar limitations on alternatives offered through other government programs because of their status. There are also fears about benefitting from governmental housing support more generally, even if they qualify, because of the potential implications of publically recognizing their status.

Appendix A: Letter to Residents

[Date]

[address line 1]

[city, state zip]

Dear Orange County Resident:

I am writing to invite you to participate in the 2017 Survey of Mobile Home Residents, a process that is being conducted by Orange County. This assessment is part of an effort to increase housing that is affordable for Orange County mobile home park residents.

In Orange County we are aware of the challenges of having good housing that is affordable. Housing costs continue to rise and some residents struggle to make ends meet. The County is involved in efforts to increase housing that is affordable and to respond to the priorities of residents living in mobile home parks.

We need the voices of mobile home residents in this process. To do this, we are conducting a survey to learn more about your experiences. Members of the Family Success Alliance, an Orange County Health Department initiative, will visit various mobile home parks in the coming weeks to conduct a survey and will share the results of this survey with the County to help determine what actions can be taken to support our mobile home park communities.

The survey is completely voluntary, and it should take no more than 30 minutes to complete. There are no right or wrong answers. You may refuse to answer any question you don't feel comfortable with. Your answers will be completely confidential. The information you give us will not be linked to you in any way. Thanks in advance for your participation.

In the upcoming weeks someone may come to your door and ask you to complete this survey with us. If you have any questions or comments about this assessment we would be happy to talk with you. You can call Meredith McMonigle at 919-245-2071 or email mmcmonigle@orangecountync.gov.

Thank you very much for helping with this assessment.
Sincerely,

Bonnie Hammersley
County Manager

Appendix B: Final Survey in English

Mobile Home Park _____ - _____ - E01
(park ID) (nav ID) (survey ID)

Date: _____ Time: _____

1. Where is your mobile home park located?
 - A. In the Town of Chapel Hill
 - B. In the Town of Carrboro
 - C. In the Town of Hillsborough
 - D. In Orange County, outside of town limits
2. What do you like most about your current home? (Please select up to five)
 - A. Own your own unit
 - B. Cost/affordability
 - C. Comfortable living space/size of the unit
 - D. Safety
 - E. Neighbors
 - F. Mobile home park
 - G. Close to work
 - H. Close to schools
 - I. Close to family and friends
 - J. Close to public transportation
 - K. Close to shopping and services
 - L. Other (Specify) _____
3. How satisfied are you with your current mobile home?
 - A. Very satisfied
 - B. Satisfied
 - C. Dissatisfied
 - D. Very dissatisfied
4. Please provide the total number adults, seniors, and/or children in your household below:
 # of adults (18 and older) _____ # of seniors (62 and older) _____ # of children (17 and under) _____
5. If you have children in the public school system, which school district do your children attend?
 - A. Orange County Schools
 - B. Chapel Hill – Carrboro City Schools
 - C. N/A
6. What is your total annual household income? (select one)
 - A. Less than \$14,999
 - B. \$15,000 to \$29,999
 - C. \$30,000 to \$44,999
 - D. \$45,000 to \$59,999
 - E. \$60,000 to \$74,999
 - F. \$75,000 to \$89,999
 - G. \$90,000 to \$104,999
 - H. \$105,000 to \$124,999
 - I. \$125,000 to \$149,999
 - J. \$150,000 or more
7. How many members of your household contribute to housing costs (mortgage and/or rent)?
 - A. 1
 - B. 2
 - C. 3
 - D. 4
 - E. 5 or more
8. What race(s) or ethnicities do you identify yourself with? (select all that apply)
 - A. American Indian or Alaska Native
 - B. Asian
 - C. Black or African American
 - D. Hispanic, Latino, or Spanish Origin
 - E. Native Hawaiian or Other Pacific Islander
 - F. White
 - G. Other _____
9. How long have you lived in your mobile home?
 - A. Less than 1 year
 - B. 1 to 4 years
 - C. 5 to 9 years
 - D. 10 to 14 years
 - E. 15 to 19 years
 - F. 20 or more (Please specify: _____ years)
10. Do you own or rent your mobile home?
 - A. Own
 - B. Rent

11. Do you own or rent your mobile home park space?
 A. Own B. Rent
12. What is the approximate monthly cost for your mobile home and mobile home park space?
 Home \$ _____ Space \$ _____
13. How many rental increases have you experienced in the last 12 months?
 A. None D. 5 – 6
 B. 1 – 2 E. 7 or more
 C. 3 – 4

In total, how much has your rent increased in the last 12 months? \$ _____

Please provide additional monthly costs. If these are included in your monthly rental fee please indicate that.

	Included in monthly rental fee?
Water \$ _____	Yes/No
Sewer/Waste Water \$ _____	Yes/No
Electrical \$ _____	Yes/No
Trash \$ _____	Yes/No
Other Costs (Specify below) \$ _____	Yes/No

14. Would you prefer to own or rent your home in the future? (select one)
 A. Own B. Rent
15. Would you prefer to own or rent your land in the future?
 A. Own B. Rent
16. If you own your mobile home and could sell it, would you?
 A. Yes B. No
17. If your preference is to own, what keeps you from buying a home? (Select all that apply)
 A. Not enough income D. Lack of a down payment
 B. Poor credit E. Legal issues
 C. Lack of affordable housing options F. Other (Please specify) _____

Services

18. Do you regularly use public transportation (i.e. Chapel Hill Transit, Orange Public Transportation)?
 A. Yes B. No
- If yes, where to? (Select all that apply)
- | | |
|-------------|-----------------------------------------|
| C. Work | F. Medical Appointments/Health Services |
| D. School | G. Personal |
| E. Shopping | H. Other (Please specify) _____ |
- If no, how do you get around?
- | | |
|--------------------------------------------------|---------------------------------|
| A. I have a car and drive myself | D. I bike |
| B. Someone in my household drives a personal car | E. I walk |
| C. I get rides from neighbors or family members | F. Other (Please specify) _____ |

19. When you are in need of or require the services listed below, do you most frequently ask your neighbors in the mobile home park or service providers outside of the mobile home park? (select all that apply)

- | | | |
|-------------------------------|--------------|------------|
| 1. Carpenter | A. Neighbors | B. Outside |
| 2. Child Care | A. Neighbors | B. Outside |
| 3. Computer/Technology Repair | A. Neighbors | B. Outside |
| 4. Electrician | A. Neighbors | B. Outside |
| 5. Lawn Care/Landscaping | A. Neighbors | B. Outside |
| 6. Mechanic | A. Neighbors | B. Outside |
| 7. Medical/Health Care | A. Neighbors | B. Outside |
| 8. Produce/Food Sales | A. Neighbors | B. Outside |
| 9. Transportation | A. Neighbors | B. Outside |

20. Does your mobile home park have access to internet?

- A. Yes B. No

If yes, is your home connected to internet?

- A. Yes B. No

If no, how do you access the internet when you need to? (Please specify)

Relocation

21. Please rank which housing type would be your ideal living situation, regardless of potential costs. (1 being the option you prefer the most, 4 being the option you prefer the least)

- ____ Detached single family home (i.e. a standalone house that is a free-standing residential building)
- ____ Mobile home
- ____ Attached single family home (i.e. townhouse, duplex)
- ____ Multi-family (i.e. apartment)

22. For Chapel Hill and Carrboro residents: If you were to relocate, would you be happy relocating to a community outside of the Chapel Hill and Carrboro area?

- A. Yes B. No

If no, please specify why? _____

23. What potential relocation options would you consider if your mobile home park was to close and residents had to leave? (Please select up to four)

- | | |
|-----------------------------------------------------------|---------------------------|
| A. Move to a different park in town | F. Move in with family |
| B. Move to a different park in the county | G. Have no option |
| C. Move to an affordable apartment or house in town | H. Don't know |
| D. Move to an affordable apartment or house in the county | I. Other (Please specify) |
| E. Move to a different county | J. _____ |

24. Do you prefer to move from your existing mobile home and park?

- A. Yes B. No

If you prefer to move, what priorities influence your decisions about where to live? (Please select up to four)

- | | |
|---------------------------------------|-----------------------------|
| A. School system | G. Pedestrian/bike friendly |
| B. Proximity to public transportation | H. Affordability |

- | | |
|---------------------------------------|---------------------------|
| C. Proximity to family and friends | I. Home ownership options |
| D. Proximity to shopping and services | J. Rental options |
| E. Proximity to jobs | K. Other (Please specify) |
| F. Safety | _____ |

25. If funding was available to move your household and your existing mobile home, if it can be moved, would you apply?

- A. Yes B. No

Mobile Home Conditions

26. What year was your mobile home manufactured/built? _____

27. Is your mobile home a single wide or double wide?

- A. Single B. Double

28. Have modifications been made to your mobile home? (i.e. additions, porches, decks, ramps)

- A. Yes B. No

29. Does your mobile home have issues with any of the following? (Please select all that apply and provide any additional comments or details on the next page.)

- | | |
|-------------------------------------|----------------------------------|
| A. Water (well/public water) | K. Heating systems |
| B. Wastewater (septic/public sewer) | L. Cooling systems |
| C. Electrical | M. Plumbing |
| D. Roof | N. Flooring |
| E. Windows (including leaks) | O. Installation/weather proofing |
| F. Doors (including leaks) | P. Appliances |
| G. Flooring/carpeting | Q. Other (Please specify) |
| H. Structural | _____ |
| I. Foundation/insulation/set up | |
| J. Mold | |

Additional Comments or Details: _____

30. Greatest concerns related to your home? (Please select up to three)

- | | |
|---------------------------------------------|--------------------------------------|
| A. Housing costs (including home and space) | D. Feeling safe |
| B. Home repairs | E. Lack of convenient transportation |
| C. Paying for utilities | F. Other (Please specify) |
- _____

31. Would your mobile home be able to relocate or move to another location without resulting in significant damage?

- A. Yes B. No

32. If funding was available for repair and maintenance to your existing home, would you apply?

- A. Yes B. No

Park Management

33. How satisfied are you with current park management?

- | | |
|-------------------|----------------------|
| A. Very satisfied | C. Dissatisfied |
| B. Satisfied | D. Very dissatisfied |

34. What are your greatest concerns related to your mobile home park? (Please select all that apply and provide any additional comments)

- A. Fire hazards (abandoned homes, inoperable vehicles) _____
- B. Landscaping (grass, overgrown vegetation, weeds) _____
- C. Traffic (busy streets, lack of access points, speeding) _____
- D. Solid waste collection (trash, junk, recycling) _____
- E. Crime and safety _____
- F. Park infrastructure (roads, lighting, fencing, stormwater, flooding) _____
- G. Common area maintenance (playgrounds, laundry, swimming pools) _____
- H. Park management _____
- I. Other (Please specify) _____

35. If you could improve one thing within your mobile home park, what would it be?

36. How have living conditions in the park changed in the last three years?

- A. They have worsened
- B. They have stayed the same
- C. That have improved

37. In the past, have you attempted to contact management regarding a problem?

- A. Yes B. No

If yes, how satisfied are you with management's responsiveness?

- A. Very satisfied
B. Satisfied
C. Dissatisfied
D. Very dissatisfied

Did management resolve the problem and how? (Please specify)

38. Are you concerned with issues of retaliation from the mobile home park manager and/or owner?

- A. Yes B. No

39. If there was a resource to file an anonymous complaint on a mobile home park manager and/or owner, would you?

- A. Yes B. No

Please provide any additional comments:

[illegible]

FOR OFFICIAL USE ONLY:

Navigator Notes (if notes relate to a specific question, please indicate the question number.):

Appendix C: Final Survey in Spanish

Mobile Home Park _____ - _____ - _____
(park ID) (nav ID) (survey ID)

Date: _____ Time: _____

40. ¿Dónde se encuentra ubicado el parque de casas móviles donde usted vive?
- A. En la ciudad de Chapel Hill
 - B. En la ciudad de Carrboro
 - C. En la ciudad de Hillsborough
 - D. En el Condado de Orange, fuera de los límites de la ciudad
41. ¿Qué es lo que más le gusta de su vivienda actual? (Seleccione hasta cinco)
- A. Es dueño de su propia unidad
 - B. El costo/la accesibilidad
 - C. El espacio es cómodo/el tamaño de la unidad
 - D. La seguridad
 - E. Los vecinos
 - F. El parque de casas móviles
 - G. Cerca del trabajo
 - H. Cerca de las escuelas
 - I. Cerca de familiares y amigos
 - J. Cerca del transporte público
 - K. Cerca de las tiendas y otros servicios
 - L. Otro (especifique) _____
42. ¿Qué tan satisfecho está con su casa móvil actual?
- A. Muy satisfecho
 - B. Satisfecho
 - C. Insatisfecho
 - D. Muy insatisfecho
43. Por favor a continuación escriba el número total de adultos, adultos mayores y niños en su hogar:
de adultos (18 a 61 años) _____ personas de 62 años o más _____ niños (17 años o menos) _____
44. Si tiene niños en el sistema escolar público, ¿a qué distrito escolar asisten sus niños?
- A. Orange County Schools
 - B. Chapel Hill – Carrboro City Schools
 - C. N/A (No Aplica)
- Escuelas del Condado de Orange Escuelas de las ciudades de Chapel Hill- Carrboro*
45. ¿Cuál es el ingreso anual total de su hogar? (selecta uno)
- A. Menos de \$14,999
 - B. \$15,000 a \$29,999
 - C. \$30,000 a \$44,999
 - D. \$45,000 a \$59,999
 - E. \$60,000 a \$74,999
 - F. \$75,000 a \$89,999
 - G. \$90,000 a \$104,999
 - H. \$105,000 a \$124,999
 - I. \$125,000 a \$149,999
 - J. \$150,000 o más
46. ¿Cuántos miembros de su hogar contribuyen a los costos de la vivienda (hipoteca y/o alquiler)?
- a. 1
 - b. 2
 - c. 3
 - B. 4
 - C. 5 o más
47. ¿A qué grupo racial o étnico se identifica más? (Seleccione todas las que apliquen)
- A. Nativo Americano o Nativo de Alaska
 - B. Asiático
 - C. Negro o Afroamericano
 - D. Origen Hispano, Latino, o Español
 - E. Nativo de Hawái u otra Isla del Pacífico
 - F. Blanco
 - G. Otro _____
48. ¿Cuánto tiempo ha vivido en su casa móvil?
- A. Menos de un año
 - B. 1 a 4 años
 - C. 5 a 9 años
 - D. 10 a 14 años
 - E. 15 a 19 años
 - F. 20 o más (Por favor especifique: _____ años)
49. Su casa móvil ¿es propia (es el dueño) o es alquilada?
- A. Propia
 - B. Alquilada

50. ¿Posee (es el dueño) o alquila el espacio de aparcamiento de su casa móvil?
 A. Es propio B. Lo alquilo
51. ¿Cuál es el costo mensual aproximado de su casa móvil y el espacio de aparcamiento?
 Casa \$ _____ Espacio de aparcamiento \$ _____
52. ¿Cuántos aumentos del alquiler ha experimentado en los últimos 12 meses?
 A. Ninguno D. 5 – 6
 B. 1 – 2 E. 7 o más
 C. 3 – 4
- En total, ¿cuánto ha aumentado su renta en los últimos 12 meses? \$ _____

Por favor proporcione los costos mensuales adicionales. Si estos costos están incluidos en su cuota de alquiler mensual, solo marque poniendo un ganchito (✓) de verificación.

		Esta incluído en la renta?
Agua (water)	\$ _____	Si/No
Alcantarillado y Aguas Residuales (Sewer/Waste Water)	\$ _____	Si/No
Electricidad (Electrical/Electricity)	\$ _____	Si/No
Basura (Trash)	\$ _____	Si/No
Otros costos (por favor especifíquelos a continuación)	\$ _____	Si/No

53. Si actualmente alquila, ¿en el futuro preferiría ser dueño o alquilar? (selecta uno)
 A. Dueño B. Alquilar
54. Si actualmente es dueño, ¿en el futuro preferiría ser dueño o alquilar?
 A. Dueño B. Alquilar
55. Si es dueño de su casa móvil y pudiera venderla, ¿la vendería?
 A. Sí B. No
56. Si usted prefiere tener vivienda propia, ¿qué le impide comprar una casa?
 (Seleccione todas las que apliquen)
- | | |
|--------------------------------------------|------------------------------------------|
| A. No tengo ingresos suficientes | D. Falta del pago inicial (down payment) |
| B. Mal crédito | E. Asuntos legales |
| C. Falta de opciones de vivienda asequible | F. Otro (por favor especifique) |
- _____
- _____
- _____

Servicios

57. ¿Utiliza el transporte público? (por ejemplo, Chapel Hill Transit, Orange Public Transportation)
 A. Sí B. No *Los autobuses de Chapel Hill El transporte público de Orange*
- ¿Si contestó sí, para ir a dónde? (Seleccione todas las que correspondan)
- | | |
|---------------|---------------------------------------|
| A. Trabajo | D. Citas médicas/Servicios de Salud |
| B. Escuela | E. Asuntos personales |
| C. De compras | F. Otro (Por favor especifique) _____ |
58. Cuando necesita o requiere los servicios listados a continuación, ¿con mayor frecuencia los pide a sus vecinos en el parque de casas móviles o a proveedores de servicios fuera del parque de casas móviles?
 (Seleccione todas las que apliquen)
- | | | |
|-----------------------------------------|------------|----------------------|
| 1. Carpintería | A. Vecinos | B. Persona de afuera |
| 2. Cuidado de niños | A. Vecinos | B. Persona de afuera |
| 3. Reparación de computadora/tecnología | A. Vecinos | B. Persona de afuera |

- | | | |
|-----------------------------------------|------------|----------------------|
| 4. Electricista | A. Vecinos | B. Persona de afuera |
| 5. Cuidado del césped/arreglo del patio | A. Vecinos | B. Persona de afuera |
| 6. Mecánico | A. Vecinos | B. Persona de afuera |
| 7. Servicios médicos o de salud | A. Vecinos | B. Persona de afuera |

8. Venta de productos o alimentos A. Vecinos B. Persona de afuera

9. Transporte A. Vecinos B. Persona de afuera

59. ¿Su parque de casas móviles tiene acceso a servicios de Internet?

- A. Sí B. No

Si contestó sí, ¿está su casa conectado a los servicios de internet?

- A. Sí B. No

Si contestó no, ¿cómo obtiene acceso /se conecta a Internet cuando lo necesita?

(Por favor especifique) _____

Reubicación

60. Por favor clasifique qué tipo de vivienda sería su situación de vivienda ideal, sin tomar en cuenta los costos potenciales. (1 sería la opción que más prefiere, 4 la opción que usted menos prefiere)

____ Casa unifamiliar separada (es decir: una casa independiente que es una residencia individual)

____ Casa móvil

____ Casa unifamiliar unida (es decir, casa adosada/unida, dúplex)

____ Edificio de múltiples -familias (por ejemplo, un apartamento)

61. Para los residentes de Chapel Hill y Carrboro: Si fuera a reubicarse/mudarse, ¿sería feliz reubicándose a una comunidad fuera de la zona de Chapel Hill y Carrboro?

- A. Sí B. No

Si contestó no, por favor especifique ¿por qué? _____

62. ¿Qué opciones potenciales de reubicación consideraría si su parque de casas móviles cerrara y los residentes tuvieran que mudarse? (Por favor, seleccione hasta cuatro)

- | | |
|------------------------------------------------------------|---------------------------------|
| A. Moverme a un parque diferente en la ciudad | F. Irme a vivir con familiares |
| B. Moverme a un parque diferente en el condado | G. No tengo opción |
| C. Moverme a un apartamento o casa asequible en la ciudad | H. No lo sé |
| D. Moverme a un apartamento o casa asequible en el condado | I. Otro (Por favor especifique) |
| E. Moverme a otro condado | J. _____ |

63. ¿Prefiere mudarse de su actual casa móvil y parque?

- A. Sí B. No

Si prefiere mudarse, ¿qué prioridades influyen su decisión sobre dónde vivir?

(Por favor, seleccione hasta cuatro)

- | | |
|---------------------------------------------|--------------------------------------|
| a. Sistema escolar | g. Apto para peatones y bicicletas |
| b. Proximidad al transporte público | h. Asequibilidad (costo razonable) |
| c. Cercanía a familiares y amistades | i. Opciones para tener casa propia |
| d. Cercanía a servicios y centro de compras | j. Opciones para alquiler |
| e. Cercanía a trabajos | k. Otro (Por favor especifique)_____ |
| f. Seguridad | B. _____ |

64. Si hubiera financiamiento disponible para mover a los miembros de su hogar y su casa móvil actual, si la casa móvil puede moverse, ¿aplicaría usted para ese financiamiento?

- A. Sí B. No

Condiciones de la Casa Móvil

65. ¿En qué año fue fabricada/construida su casa móvil? _____
66. ¿Es su casa móvil de anchura sencilla (single wide) o doble (double wide)?
A. Sencilla (Single) B. Doble (Double)
67. ¿Se han hecho modificaciones a su casa móvil? (adiciones, porches, terrazas/plataformas, rampas)
A. Sí B. No
68. ¿Su casa móvil tiene problemas con algo de lo siguiente? (Seleccione todo lo que aplique y proporcione comentarios adicionales o detalles en la página siguiente).
- | | |
|-------------------------------------------------------------|--------------------------------------------------|
| A. Agua (pozo/servicio de agua pública) | K. Sistemas de calefacción |
| B. Aguas residuales (tanque séptico/alcantarillado público) | L. Sistemas de refrigeración(aire acondicionado) |
| C. Electricidad | M. Plomería |
| D. Techo | N. Suelos/pisos |
| E. Ventanas (incluyendo filtraciones o fugas) | O. Instalación/impermeabilización |
| F. Puertas (incluyendo filtraciones o fugas) | P. Electrodomésticos |
| G. Pisos/alfombras (moquetas) | Q. Otro (por favor especifique) _____ |
| H. Estructura | |
| I. Fundación/aislamiento(insulation)/montaje (set-up) | |
| J. Moho | |
- Comentarios o Detalles Adicionales: _____
- _____
- _____

69. ¿Cuáles son las mayores preocupaciones relacionadas con su casa? (Por favor, seleccione hasta tres)
- | | |
|---------------------------------------------------|---------------------------------------|
| A. Precio de vivienda (incluyendo casa y espacio) | D. Sentir seguridad |
| B. Reparaciones de la casa | E. Falta de transporte conveniente |
| C. El pago de las utilidades | F. Otro (por favor especifique) _____ |
70. ¿Podría su casa móvil ser trasladada o movida a otra ubicación sin que sufra daños significativos?
A. Sí B. No
71. Si hubiera fondos disponibles para reparación y mantenimiento de su casa, ¿aplicaría usted?
A. Sí B. No

La Administración del Parque

72. ¿Qué tan satisfecho está con la gerencia/administración actual del parque?
A. Muy satisfecho C. Insatisfecho
B. Satisfecho D. Muy insatisfecho
73. ¿Cuáles son sus mayores preocupaciones relacionadas con su parque de casas móviles? (Por favor seleccione todas las que apliquen y proporcione comentarios adicionales)
- A. Riesgos de incendio (casas abandonadas, vehículos inoperables) _____
 - B. Las áreas verdes (césped, vegetación frondosa, malezas) _____
 - C. El tráfico (calles muy frecuentadas, falta de vías de acceso, exceso de velocidad) _____
 - D. Recolección de residuos sólidos (basura, chatarra, reciclaje) _____
 - E. El crimen y la

SUMMARY OF TOOLS UTILIZED IN OTHER JURISDICTIONS

The rise of mobile home park closures and subsequent eviction of residents has become a growing concern for the affordable housing arena across the United States in recent years. The newly recovered real estate market is likely to put a significant number of mobile home parks in jeopardy. Mobile home parks are the largest segment of non-subsidized affordable housing in the country. Like Orange County, many jurisdictions, including those in Texas, Florida, Louisiana, California and even New York, Cleveland and Seattle have seen a rise in mobile home park closures that leave low income individuals and families struggling to find affordable housing in an already strained market where supply of such housing is limited.

The information contained in this summary looks at a few of the tools being utilized by other communities, in North Carolina and across the United States.

North Carolina Communities		
Locale	Practice (s)	Additional Comments/Notes
Alamance County/Burlington/Graham	The City of Burlington administers the HOME Program for the Consortium in the County and provides low-interest loan assistance but all participants must own the land and the MH must be on a permanent foundation. The City uses HOME funds to undertake this program and it is conducted only in the County.	No replacement assistance is offered. In addition, the Piedmont Triad COG provides a Weatherization Program. Eligible properties include mobile homes and assistance is provided to the elderly, disable persons and low income families with children. Renters may apply for assistance but the property owner must agree in writing to have the repairs completed.
	Piedmont Triad COG, through a grant from the NC Housing Finance Authority (NCHFA), administers a Single-Family Rehab Program. Mobile homes are not	

	addressed under this program. The assistance is in the form of a forgivable loan.	
Caswell County	<p>Piedmont Triad COG administers an Essential Rehab Program funded by the NCHFA. Mobile homes may be addressed under this program. However, the applicant must own the land and the home. In addition, the mobile home must be on a permanent foundation. Assistance is in the form of a forgivable loan.</p>	
Chatham County	<p>Rebuilding Together of the Triangle provides a Limited Rehab Program, which does address mobile homes. The assistance is in the form of a grant. The Council on Aging also provides a minor repair program for the elderly.</p> <p>The Joint Orange-Chatham County Community Action Agency (JOCCA) provides a HVAC Repair & Replacement Program through funding from the NC Dept. of Health & Human Services. In addition, JOCCA provides a Weatherization Program that addresses mobile homes. Assistance is available to persons at or below 200% of poverty and receives either SSI or TANF.</p>	Chatham County recently, through consultant services provided by the Triangle J COG, completed a study on affordable rental housing and developed a plan of action. The cities of Goldston, Pittsboro, and Siler City collaborated with Chatham County on the initiative.
Durham County/City of Durham	At the present time, the City of Durham is revising its Minor Repair Program and no	

	<p>assistance is available. The City-wide program was open to elderly and disabled persons and was in the form of a grant.</p> <p>Rebuilding Together of the Triangle provides housing rehabilitation assistance in the County. Mobile homes can be addressed under their program.</p>	
Guilford County/City of Greensboro	<p>Piedmont Triad COG administers, through a grant from the NCHFA, an Essential Rehab Program. Mobile homes may be addressed under this program. However, the applicant must own the land and the home. In addition, the mobile home must be on a permanent foundation. Assistance is in the form of a forgivable loan.</p> <p>The City of Greensboro does not provide assistance for mobile homes.</p>	
Person County	<p>The Kerr Tarr COG provides a Single-family Housing Rehab Program funded by the NCHFA. The program does not address mobile homes.</p>	
Wake County	<p>Rebuilding Together of the Triangle provides a housing rehabilitation program in the County and mobile homes can be addressed. Wake County also provides several housing resources in the County.</p>	

SUMMARY OF TOOLS UTILIZED IN OTHER JURISDICTIONS CONT'D

<i>Communities Across The US</i>		
State	Practice(s)	Additional Comments/Notes
California	Various municipalities provide a wide-range of assistance programs.	Several protections for mobile home residents are afforded by the state. Mobile Home Park owners must provide residents with notice of at least one year in advance of closure plans and financial assistance in relocating.
Colorado	A nonprofit entity, as well as a County government purchased mobile home parks in an effort to maintain an adequate affordable housing supply in their respective locales.	Thistle Communities purchased the Boulder's Mapleton MH Park. Pitkin County Commissioners approved the purchase of a MH Park in December 2016. Residents at Denver Meadows MH Park sought to buy their Park and create a resident-owned community. However, the Park owner declined their purchase offer.

Florida		
<p>■ Brevard County</p> <p>■ Delray Beach</p> <p>■ Martin County</p> <p>■ Orange County</p>	<p>The County gave persons living in mobile homes or manufactured homes priority in assistance under its First-time Home Buyer and Affordable Housing Trust Fund programs. In addition, the County worked with the local Community Land Trust to also provide assistance for low income individuals and those persons living in mobile homes or manufactured housing.</p> <p>The City and the Delray Beach Community Redevelopment Area provides direct subsidy assistance for affordable housing developments; worked with developers to ensure affordable housing set-asides, provides down-payment assistance and maintains an aggressive property acquisition program, as well as fostered the Delray Beach Community Land Trust.</p> <p>The County used funds from the Hurricane Housing Recovery (HHRP) to assist eligible individuals with replacing their destroyed mobile or manufactured homes or to repair damage.</p> <p>The County developed a homebuyer assistance program for mobile home/manufactured home residents, which would provide up to \$20,000 down</p>	<p>The County also enacted an Affordable Housing Ordinance that addressed voluntary affordable housing incentives (impact and permit fee deferrals, density bonuses, transfer of development rights, and mandatory policies governing affordable housing lost to development).</p> <p>In 2007, the County Commissioners approved an 18-month moratorium on the rezoning of mobile home parks. In addition, they also voted on an emergency comprehensive plan amendment that would allow people who own their own mobile home and lot to replace it with a permanent home.</p>

<p>■ Pinellas County</p>	<p>payment and closing cost assistance to qualified homebuyers purchasing a new or existing post 1994- mobile home. The program was funded under the Hurricane Housing Recovery Program.</p>	
<p>New Hampshire</p>	<p>The County created a Park Saver Loan Program available to mobile home residents who have organized and want to convert the park to resident ownership. The Park Saver Program offers a 10 year, interest free loan up to \$10,000 for all eligible residents and properties.</p> <p>In 1983 the New Hampshire Community Loan Fund was created to assist low income persons build their assets and create long-term economic stability. The Loan's eligible applicants include manufactured and mobile home residents who want to purchase their MH park and form cooperatives. The Fund also provides home improvement loans and mortgage products that are not available through traditional financing channels.</p>	<p>Today, in New Hampshire, there are 120+ mobile parks that have been converted into resident-owned communities.</p>

Other National Resources Providers:

- ✓ *ROC USA* -- Launched in 2008 by national and regional nonprofits with a mission of making quality resident ownership viable nationwide. A variety of assistance, including mortgages, as it relates to creating successful resident ownership is available.
- ✓ *Prosperity Now* (formerly CFED) – Serves to build financial security, stability and mobility for all Americans by working with service providers to develop, test and scale proven approaches to building wealth; advancing policies that enable mobility;

conducting research and collaborating with national partners to provide opportunities for economic mobility. Created the I'M HOME (Innovations in Manufactured Homes) Initiative for nonprofits and other entities working in the manufactured/mobile home arena. Since 2005, Prosperity Now has made more than 25 investments in new development, community conversion programs, development of mortgage products and advocacy as it relates to mobile and manufactured homes as a viable affordable housing strategy.

- ✓ *The Opportunity Finance Network* – A national network of community development financial institutions (CDFIs), OFN provides capital solutions for mobile home conversions that facilitate resident ownership, enhanced livability, quality of life and the preservation of affordability.

MOBILE HOME PARK RECOMMENDATIONS

1. Mobile Home Park Improvement and Expansion Program (Short Term)

[Not in County's ownership] [Partner with existing owners] [County management]

Background

- Information collected on existing mobile home parks identified several issues with aging park infrastructure and mobile homes. Many mobile home park owners are faced with expensive infrastructure improvements and ongoing repair issues that they are unable to address. In some cases, mobile home parks owners may be forced to permanently vacate a space and/or mobile home due to a failed septic system or maintenance issue that may be too costly to repair or residents are living in unsafe conditions. Due to maintenance issues, deteriorated infrastructure, and aging homes, families are displaced, owners experience a loss of income, and Orange County residents lose an affordable housing unit.

Recommendations

- **In order to address these issues, one recommendation is to establish a loan program for mobile home park owners to improve and/or expand their existing parks. This strategy would be part of an overall Rental Rehabilitation Initiative for investor-owners with 25 or less properties. In addition, it is also recommended that up to \$500,000 from the Affordable Housing/Land Bank Set-aside in the approved Capital Investment Plan be used to initially fund this Initiative.**
 - One function of this program would offer low-interest loans and other types of assistance to mobile home park owners wanting to improve or enhance their existing park. In return, this program would require an agreement between the mobile home park owner and Orange County to maintain a specific set of standards related to maintenance and upkeep and require the mobile home park owner to keep the park in operation for an established period of time. Funds may be used to invest in infrastructure maintenance or upgrades for water systems, waste water systems, drainage, or other improvements (i.e. roadways, internet access, etc.) that would improve and prolong the life of the mobile home park. In addition, the County may explore the logistics and opportunity to lease mobile home park spaces from owners requesting loan funds.

Outcome

- Orange County develops a loan program for mobile home park owners for necessary improvements and/or expansions, including infrastructure. The funds would strive to improve and expand the available supply of affordable housing in Orange County, as well mitigate the displacement of low income residents due to the sale and redevelopment of mobile home parks.

If the Board of County Commissioners endorses the recommendations, staff will proceed with the design and implementation of a loan program for mobile home park owners to improve and/or expand their existing parks with the proposed initial funding source.

✓	Mitigate Displacement	✓	Preserve Existing Stock	✓	Increase Supply
---	-----------------------	---	-------------------------	---	-----------------

MOBILE HOME PARK RECOMMENDATIONS

2. Repair and/or Replacement Program Component (Short Term)

[Not in County's ownership] [Partner with existing owners/residents] [County management]

Background

- As the recent mobile home park survey indicates, many of the mobile homes were built in the 1990s and are in need of repair. An overwhelming number of the low income residents occupying these units do not have the funds necessary to repair their mobile homes. In addition, some mobile homes given their condition cannot be repaired. Therefore, due to the condition of the aging mobile homes and cost of needed repairs, low income individuals and families are in threat of displacement.

Recommendation

- **The second recommendation from the Working Group is to establish a repair and/or replacement program component for mobile home residents within the County's existing Single-Family Rehabilitation and Urgent Repair Programs capitalized with local funds only. Presently, assistance for mobile home repair is only available under the County's Urgent Repair Program for persons who own their homes, as well as the land. In addition, there is no provision for the replacement of a substandard mobile home under the Single-Family Housing Rehabilitation Program. This program does not address mobile homes at all. The proposed assistance would be available to individuals occupying a mobile home, whether rental or owner-occupied.**
 - This recommendation focuses on providing assistance to address maintenance and repairs specifically for low income individuals and families owning and/or occupying a mobile home. Assistance would be in the form of grants, forgivable loans, as well as low-interest loans. The registered owner of the mobile home must enter into an agreement with the County. Replacement activities would be undertaken when the unit cannot be repaired or the cost of repair exceeds the after-rehab value of the unit.

Outcome

- Displacement would be mitigated and the preservation of affordable housing units would be achieved. The quality of life for low income individuals and families would be enhanced.

If the Board of County Commissioners endorses the recommendations, staff will proceed with revising the programmatic guidelines and implementing a repair and/or replacement program component for residents occupying a mobile home within the County's existing Single-Family Rehabilitation and Urgent Repair Programs.

✓	Mitigate Displacement	✓	Preserve Existing Stock		Increase Supply
---	-----------------------	---	-------------------------	--	-----------------

3. Mobile Home Park Development (Long Term)

[County or third party/non-profit ownership] [County or third party/non-profit management]

Background

- Throughout the process, the Work Group examined the need to provide for safe and long-term affordable housing in areas of the County with access to public transit, employment, goods and services, and public water and wastewater infrastructure.

Recommendation

- **Due to a lack of existing available mobile homes and spaces and increasing housing costs in the Towns, the Work Group recommends Orange County use designated funds to pursue the development of a mobile home park and/or mixed housing development on an undeveloped parcel with access to transportation, employment, goods, services, and public water and wastewater infrastructure in the County.**
 - A new mobile home park would increase the number of mobile home sites in the County and provide affordable housing units for residents facing potential displacement as a result of development. A mixed housing development would act as a viable source for affordable housing, increase the number of affordable housing units in the County, and provide affordable and sustainable housing units for all low-income residents facing potential displacement as a result of redevelopment. The recommendation may also incorporate additional affordable housing goals and objectives and allow for a mix of housing types including multifamily, townhomes, cottage homes, mobile homes, modular units, and stick built construction. This would then provide for viable, long-term housing that would appreciate over time.
 - Due to financial constraints and development pressure in the Towns, the Work Group examined long-term solutions that may be pursued in the northern portion of the County, specifically the Eno and Efland areas. These areas of the Orange County may provide for access to employment centers, education, and everyday goods and services via public transit. In addition, these areas may have the capacity to connect to public water and wastewater infrastructure, compared to other areas of the county. This would allow for greater density and additional affordable housing units.
 - This recommendation may allow for the County to work with an existing mobile home park owner to expand their existing mobile home park with the County's purchase of an adjacent, undeveloped parcel.
 - If this recommendation is pursued, the County shall explore opportunities for non-profit or third party ownership, development, and management in the immediate future. This may require the County to initiate a Request for Proposal (RFP) process, similar to the RFPs initiated for the 2016 Affordable Housing Bond Funds.

Potential Funding Source: Funds allocated by the BOCC for land banking opportunities.

Outcome

- Orange County would purchase and pursue the development of a mobile home park and/or mixed housing development on an undeveloped parcel in Orange County. This would allow for safe and long-term affordable housing for displaced mobile home park residents in the future.

If the Board of County Commissioners endorses the recommendations, staff will proceed with identifying and evaluating parcels in Orange County for future mobile home park and/or affordable mixed housing development.

	Mitigate Displacement		Preserve Existing Stock	✓	Increase Supply
--	-----------------------	--	-------------------------	---	-----------------

4. Greene Tract (Long Term)

[County or third party/non-profit ownership] [County or third party/non-profit management]

Background

- Throughout the process the Mobile Home Work Group discussed the need to locate displaced mobile home park residents close to their existing communities in Chapel Hill and Carrboro. Based on results from the survey, existing mobile home park residents prefer to stay within their existing communities and the Chapel Hill - Carrboro City Schools District. The Work Group identified the need and significance of locating affordable housing opportunities in Chapel Hill and Carrboro, but was aware of the financial constraints and costs of purchasing land for development in the Towns.

Recommendation

- **With the goal of retaining displaced mobile home park residents in their community, the Work Group recommends Orange County, the Town of Chapel Hill, and the Town of Carrboro elected officials and staff continue to explore affordable housing opportunities on the Greene Tract, with a focus on displaced mobile home park residents.**
 - This recommendation would include at least the 18.1 acres previously set aside for affordable housing in the resolution and concept plan approved by the Chapel Hill Town Council in 2002.
 - The recommendation may incorporate additional affordable housing goals and objectives and allow for a mix of housing types including multifamily, townhomes, cottage homes, modular units, mobile homes, and stick built construction.
 - If this process is pursued, County funds allocated for mobile home parks may be put towards infrastructure improvements, site preparation, construction, and/or housing. This recommendation would result in permanent affordable housing in a key location with access to public transit, education, employment, and goods and services.
 - The county shall explore opportunities for non-profit or third party ownership, development, and management in the immediate future. This may require the County to initiate a Request for Proposal (RFP) process, similar to the RFPs initiated for the 2016 Affordable Housing Bond Funds.

Potential Funding Source: Funds allocated by the BOCC for land banking opportunities.

Outcome

- Orange County, Chapel Hill, and Carrboro elected officials and staff continue efforts currently underway regarding the development of affordable housing on the Greene Tract, with a focus on displaced mobile home park residents. Pursuing this recommendation would allow for potentially displaced residents to remain in their community.

If the Board of County Commissioners endorses the recommendations, staff will proceed with planning discussions and efforts for the Greene Tract with a focus on providing affordable housing options for mobile home park residents facing displacement in Chapel Hill and Carrboro.

	Mitigate Displacement		Preserve Existing Stock	✓	Increase Supply
--	-----------------------	--	-------------------------	---	-----------------