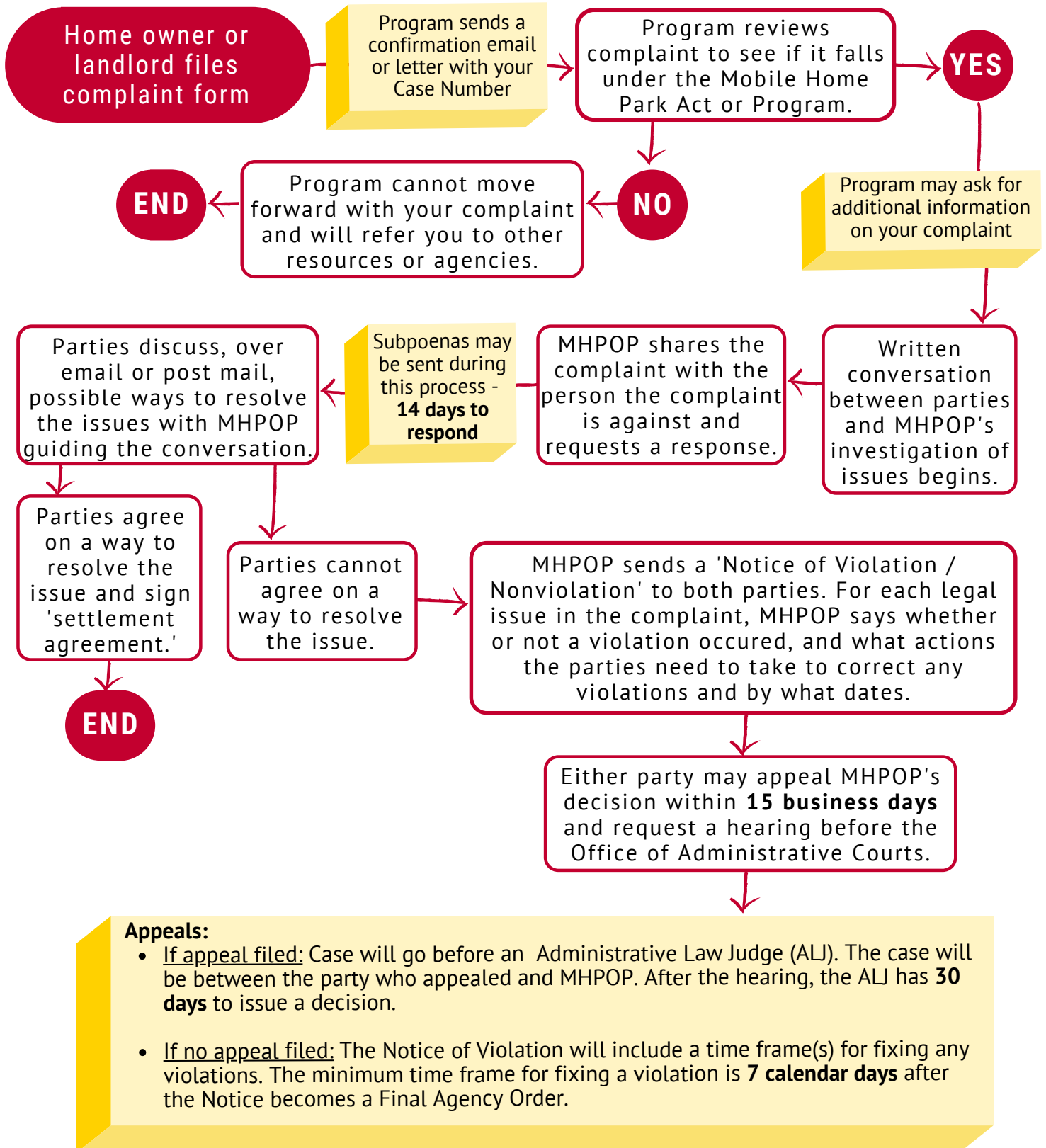


# COMPLAINT PROCESS FLOWCHART



## Mobile Home Park Oversight Program (MHPOP)



# GLOSSARY



**COLORADO**  
Department of Local Affairs  
Division of Housing

Complaint Process - Words to Know

## COMPLAINANT

The person(s) making the complaint.

## HOME OWNER

The person that owns the mobile or manufactured home. This includes people with rent-to-own and lease-to-own agreements.

## LANDLORD

The person(s) or business(es) that own and/or manage the mobile home park.

## MEDIATION

In the context of the MHPOP, mediation means written discussions between parties (by email or post mail) that are guided by MHPOP to help resolve the dispute and determine whether any violations of the MHPA or Oversight Program have occurred.

## MHP

Mobile home park or manufactured housing community.

## MHPA

Mobile Home Park Act - The state law governing the relationship between mobile home park landlords and home owners.

## MHPOP

Mobile Home Park Oversight Program - The state program created on May 23, 2019 to assist mobile home park landlords and home owners in resolving disputes.

## RESPONDENT

The person(s) the complaint is against.

## SUBPOENA

A formal written order that requires a person to produce documents, or to appear and testify. Failing to respond to a subpoena could result in a legal penalty or punishment.

# THE NOTICE OF VIOLATION/NONVIOLATION



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Notices of Violation/Nonviolation will include the following:



## THE VIOLATION

For each alleged violation of the Mobile Home Park Act, Oversight Program, or Program Rules involved in the complaint, the Notice will state whether or not one or both parties violated the law.



## HOW TO CURE THE VIOLATION

The Notice will explain how MHPOP expects the party or parties to fix the violation(s).



## TIME FRAME TO TAKE ACTION

For each violation, the Notice will state when MHPOP expects the party or parties to take the action(s) to fix the violation. The minimum time frame for curing a violation is 7 calendar days after the Notice becomes a Final Agency Order.



## APPEALS

The Notice will explain how to appeal the decision, including steps to request a hearing with an Administrative Law Judge. Either party has 15 business days after the Notice is issued to appeal MHPOP's decision.



## PENALTIES IF ACTION NOT TAKEN

The Notice will outline the potential penalties the party or parties will face if they do not appeal or fix the violation(s) in the specified time frames.