

2025

MANUFACTURED HOUSING DISPUTE RESOLUTION PROGRAM

2025 ANNUAL REPORT TO THE WASHINGTON STATE LEGISLATURE

Washington State Office of the Attorney General



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I. EXECUTIVE SUMMARY

In 2007, the Washington State Legislature recognized that unique factors in the manufactured/mobile home landlord-tenant relationship can create inequalities between the parties. To address these concerns, the State Legislature passed RCW 59.30, which authorized the Attorney General's Office to create and administer the Manufactured Housing Dispute Resolution Program (Program).

The Program administers dispute resolution services, enforces the Manufactured/Mobile Home Landlord-Tenant Act (MHLTA), educates stakeholders, and fosters relationships between manufactured/mobile home community landowners (landlords) and homeowners (tenants).

The Program provides authorized services directly to members of manufactured/mobile home communities who file complaints with the Program.

II. LEGISLATIVE INTENT & PURPOSE

RCW 59.30 is designed to protect the public and address factors unique to the relationship between a manufactured/mobile home tenant and a community landlord. For tenants, taking legal action against a landlord for violations of the MHLTA can be a lengthy, time-consuming, and costly process. Many individual tenants cannot afford to pursue a lawsuit through the court process, and community owners face similar burdens to vindicate their statutory rights in court.

Program services provide an equitable as well as a less costly and more efficient alternative for tenants and landlords to resolve MHLTA disputes. Manufactured/mobile home tenants and community owners both benefit from the Program's services.

III. AMENDMENTS TO RCW 59.20

In 2025, the Legislature amended RCW 59.20 in ways that impact Program services and MHLTA enforcement.

A. Notice of Opportunity to Compete

The legislature amended RCW 59.20 to require community owners to provide updates to the Department of Commerce every six months after giving initial notice of intent to sell a manufactured/mobile home community.

B. HB1217 – Rent Stabilization

Amendments to RCW 59.20 included significant rent stabilization measures. To improve housing stability for tenants, the law limits the amount of an annual rent increase to 5% (unless a specific exemption applies). Community owners must continue to comply with all MHLTA provisions concerning rent increases and notices to increase rent.

The Program updated and distributed educational materials and notice of rights posters to reflect changes in the statute as detailed in section X of this report.

III. PROGRAM GOALS

The Program supports safe and sustainable manufactured/mobile home communities in Washington through excellence in service, respected regulatory leadership, and effective membership in stakeholder organizations.

The Program provides low-cost and effective services to assist landlords and tenants of manufactured/mobile home communities resolve disputes. The Program facilitates communication to reduce conflict, preserve communities, and avoid evictions.

IV. MANUFACTURED HOUSING DISPUTE RESOLUTION PROGRAM OVERVIEW

Landlords or tenants may file complaints with the Program. The Program initiates services authorized by RCW 59.30, including taking complaints, providing dispute resolution services, and educating the parties on their respective rights and responsibilities under the MHLTA.

The Program maintains a database of manufactured/mobile home communities that have had complaints filed against them, the number of complaints received, the nature and extent of the complaints, the alleged violations of the MHLTA, and the outcome of each complaint filed with the Program.

The Program provides an annual report to the appropriate committees of the legislature regarding the data collected, including program performance measures, and recommendations to the legislature, if any, regarding how the Program may be improved.

A. Dispute Resolution and Fact-Finding Process

The Program reviews all complaints it receives, and initiates Program services authorized by RCW 59.30. The Program's dispute resolution services include a fact-finding process, and the Program may request information and documentation in support or defense of the alleged violation from each party. The Program reviews information and documentation provided by the parties to determine if Program services are warranted by the issues presented. The dispute resolution and fact-finding process varies based on the issues presented in the complaint, and the information and documentation provided by the parties throughout the dispute resolution process.

Filing a complaint with the Program does not prevent the parties from taking legal action or independently negotiating resolutions.

B. Complaint Resolutions

The Program resolves a high number of complaints through voluntary compliance or a Program-negotiated resolution. Complaints that do not resolve through MHDRP dispute resolution services, may be referred to the Program Assistant Attorney General (AAG) for review and potential enforcement action. Complaints that lack sufficient information to continue dispute resolution services are closed without a referral to the Program AAG.

V. ENFORCEMENT

The AAG has discretion to investigate alleged violations of RCW 59.20, issue cease and desist orders, make a written determination of whether a violation of the MHLTA has, or has not, occurred, and issue a notice of

violation or non-violation. The AAG may also negotiate a settlement or voluntary compliance measures. The most common reasons a complaint is referred to enforcement include: One or both parties stop communicating/participating in Program services; an issue of law is in dispute; a party challenges the basis of the conclusion of DR services without a referral to enforcement; the parties cannot reach an agreement through the Program’s dispute resolution process and legal analysis is required, and to achieve a negotiated resolution between the parties.

The following tables summarize enforcement actions in 2025. Relevant orders are posted on the Program website.

A. Cease and Desist Orders Issued 2025

The Program did not issue any Cease and Desist Orders in 2025.

**B. Notices of Corrective Action Issued 2025
Issued: February 28, 2025**

Park Name	Violations of the MHLTA	Corrective Action
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Hurst & Son, LLC (54 Parks*)	<ul style="list-style-type: none"> • Changing the lease renewal dates of tenants • Unlawfully increasing tenants’ rents through alterations to the renewal dates of lease agreements • Charging tenants for utilities above their actual cost • Charging tenants excessive fees • Adopting rules which permitted the parks to shift the maintenance costs of “permanent structures” to tenants 	<ul style="list-style-type: none"> • Ordered to pay in excess of \$5.1M in credits and/or refunds to tenants • Parkwide for each of the 54 Parks
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*Aero Community LLC, Appleway Estates LLC, Badger Lake Estates LLC, Bakerview Estates LLC, Carriage Club Community LLC, Castle Rock Community LLC, Cedar Lane Mobile Estates LLC, Cedrona Community LLC, Chinook Mobile Community LLC, Connell Park Estates LLC, Cottonwood Community LLC, Country Meadows Community LLC, Cranberry Community LLC, Easy Acres Community LLC, Eloika Pines LLC, Fairchild Community LLC, Golden Ridge Village LLC, Hideaway Community LLC, Horseshoe Lake Community LLC, Illahee Shores LLC, Klinks Resort 17 LLC, Klinks Resort LLC, Lakeview Terrace Community LLC, Laurel Lane MHC LLC, Leisure Manor Estates LLC, Maple Lane Community LLC, Meadowcrest Community LLC, Metz Community & RV LLC, Mill Pond Community LLC, Mountain Road Park Community LLC, Moxie Community LLC, Northwest Community LLC, Olympic View Community LLC, Othello Manor LLC, Pine Grove Community LLC, Prarie Pines LLC, Radar Community LLC, Regal Community LLC, Ridgeview Estates MHC LLC, Rocky Point Community LLC, Seacoma Community LLC, Squilchuck Creek Community LLC, Starlite Community LLC, Sun City Center and Community LLC, Sun Tides Community LLC, Sunrise Estates LLC, Sunrise Terrace Community LLC, Tenino Estates LLC, Timberland Village LLC, Valley Community LLC, VIP Community LLC, West Aire LLC, Whispering Pines Community LLC, & White Dove Community LLC.

C. Notices of Violation Issued 2025

Park Name	Violations of the MHLTA	Date
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Lynnwood Heights MHC, LLC	<ul style="list-style-type: none"> • Parkwide Violations • Compelling tenants to sign “Anniversary Agreements” altering the statutory date on which rent can be raised, permitting the Park to raise tenants rent during the term of their rental agreement • Raising tenants’ rent during the term of their rental agreement • Failed to cooperate with the MHDRP investigation and dispute resolution process 	6/30/25
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C. Notices of Violation Issued 2025

Park Name	Violations of the MHLTA	Date
Hunters Walk Mobile Home Park, LLC	<ul style="list-style-type: none"> Requiring tenants to accept new rental agreements which transferred ownership, and responsibility to maintain, “permanent structures” within the park Transferring ownership, and responsibility to maintain, “permanent structures” within the park 	8/29/25
Betty Bell and Blue Mountain Motel, LLC	<ul style="list-style-type: none"> Failing to cooperate with the MHDRP investigation and dispute resolution process 	9/24/25
Darrington Meadows, LLC	<ul style="list-style-type: none"> Failing to cooperate with the MHDRP investigation and dispute resolution process 	11/24/25
Timberland Village, LLC	<ul style="list-style-type: none"> Failing to cooperate with the MHDRP investigation and dispute resolution process 	11/24/25
Town & Country Mobile Manor, LLC	<ul style="list-style-type: none"> Charging tenants the costs for park maintenance and repair of park septic/sewer infrastructure. Charging tenants septic/sewer usage costs above actual costs. 	12/1/25

D. Notices of Non-Violation Issued 2025

Park Name	Findings/Alleged Violations	Date
Hunters Walk Mobile Home Park, LLC	<ul style="list-style-type: none"> No Violation. Complaint alleged that the park failed to maintain common areas and roadway markings signage and failed to enforce park rules by taking adverse action against other tenants related to (1) lawncare, (2) noise, (3) family size, (4) children’s birthday parties. 	8/29/25
North Cheney Mobile Home Park, LLC	<ul style="list-style-type: none"> No Violation. Complaint alleged that the park was planning on unlawfully increasing rent at some future date, petitioning for and obtaining a zoning variance from the local city council, and that the park was planning on closing the park at some future date. 	11/24/25

VI. COMPLIANCE

Voluntary compliance occurs through the dispute resolution process and through AAG negotiated settlements. The table below provides compliance examples for 2025.

A. Compliance Examples 2025

Park Name	#Complaints	Violations/Allegations	Date
Paradise Cove Resort & RV Park, LLC	11	<ul style="list-style-type: none"> Parkwide Corrective Action Unlawfully increasing tenants’ rents Findings for other alleged violations presented in complaints did not implicate the MHLTA 	3/3/25

Park initially contented it was not a regulated “mobile/manufactured home park” due to only leasing spaces to recreational vehicles (“RVs”) and qualified as an RV lot. Park agreed that two or more RVs on the property met the statutory definition of a “park model” and accordingly met the definition of a mobile/manufactured home park. Park agreed to roll back the rent increases and comply with the MHLTA with any future rent increases.

A. Compliance Examples 2025

Park Name	#Complaints	Violations/Allegations	Date
Silver Ridge Ranch, LLC	1	Complaint alleged that the park violated the MHLTA by filing an unwarranted eviction. Matter was resolved by agreement.	2/26/25
Cedars Mobile Manor	1	Complaint alleged rodent infestation. Resolved by compliance following an enforcement investigation.	3/3/25
Parkland Mobile Village	1	Complaint concerned lack of maintenance of permanent structures, with each party alleging the other was the “owner” responsible for their maintenance. Following referral to enforcement and an investigation, the parties agreed that the park originally constructed the structures and was responsible for their maintenance.	3/3/25
Burlington Hill Estates MHP	2	Complaint alleged improper rent increases. Following referral to enforcement, the park agreed to roll back the increases and refund the increased amounts paid by the tenant.	12/19/25
Unnamed Park (Kenneth & Christie Huckabee)	1	Complaint alleged breakage in water lines causing sediment intrusion into the tap water. Following referral to enforcement, the park agreed to and completed the necessary repairs.	12/23/25
Alderbrook Estates	1	Complaint alleged failure to maintain permanent structures (carports). Landlord refused repairs arguing addition of a “catwalk” transferred repair responsibility. Following referral to enforcement, landlord agreed to and did repair the structure.	12/30/25

VII. APPEALS OF WRITTEN DETERMINATIONS

Either party may appeal the Program AAG’s notice of violation or non-violation and request a hearing before an Administrative Law Judge (ALJ). The ALJ will conduct an evidentiary hearing and issue an order that constitutes the Program's final action. As with other administrative decisions, a party may petition for judicial review of the ALJ’s order under the Administrative Procedures Act. The Program AAG represents the Program in litigation.

A. Appeals Filed 2025			
Park Name	Court	Resolution/Status	Appeal Date
Lynnwood Heights MHP	OAH	Evidentiary hearing scheduled for February 2026. Cross motions for summary judgment argued on December 2, 2025, with a decision pending.	7/1/25
Hunters Walk Mobile Home Park, LLC	OAH	Prehearing conference held October 22, 2025, and parties are conducting discovery. Summary judgment set for July 2026, and evidentiary hearing set for September 2026.	9/17/25
North Cheney Mobile Home Park, LLC	OAH	Prehearing conference scheduled for December 29, 2025.	12/3/25
Timberland Village, LLC	OAH	Appeal and non-cooperation violation suspended as the park is in cooperation.	12/15/25
Town & Country Mobile Manor, LLC	OAH	Request for administrative hearing submitted to the Office of Administrative Hearings and pending assignment.	12/19/25

B. Appeal Resolutions 2025			
Park Name	Court	Resolution/Status	Date
Poplar Place f/k/a Western Living Trailer Court, LLC	Thurston County Superior Court	<ul style="list-style-type: none"> MHDRP NOV Upheld \$21,000.00 Judgment against Park Park complied and took all necessary corrective action. 	4/17/25

VIII. PROGRAM STATISTICS

The Program has experienced an increase in the number of complaints every year since 2020. In 2025, the Program received a record number of 854 complaints.

The Program reports the following for the period of January 1, 2025, through December 29, 2025.

A. Complaints Filed in 2025

854

B. Complaints Resolved in 2025

950

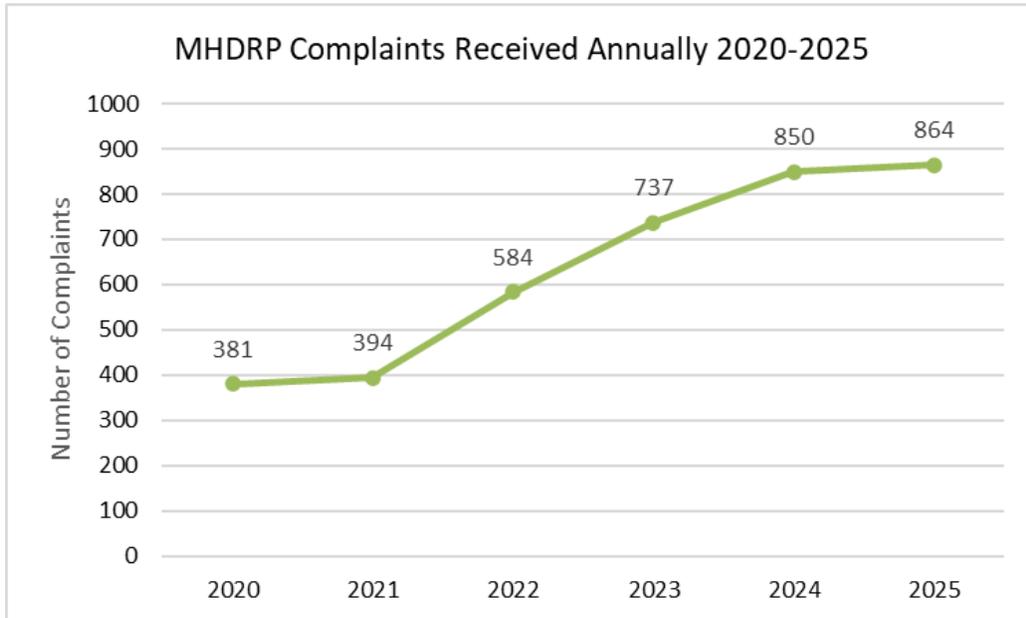
IX. PERFORMANCE MEASURES

The Program experienced significant staffing shortages in 2021 through 2024 which resulted in longer complaint processing times, while during this same period the Program experienced significant increases in

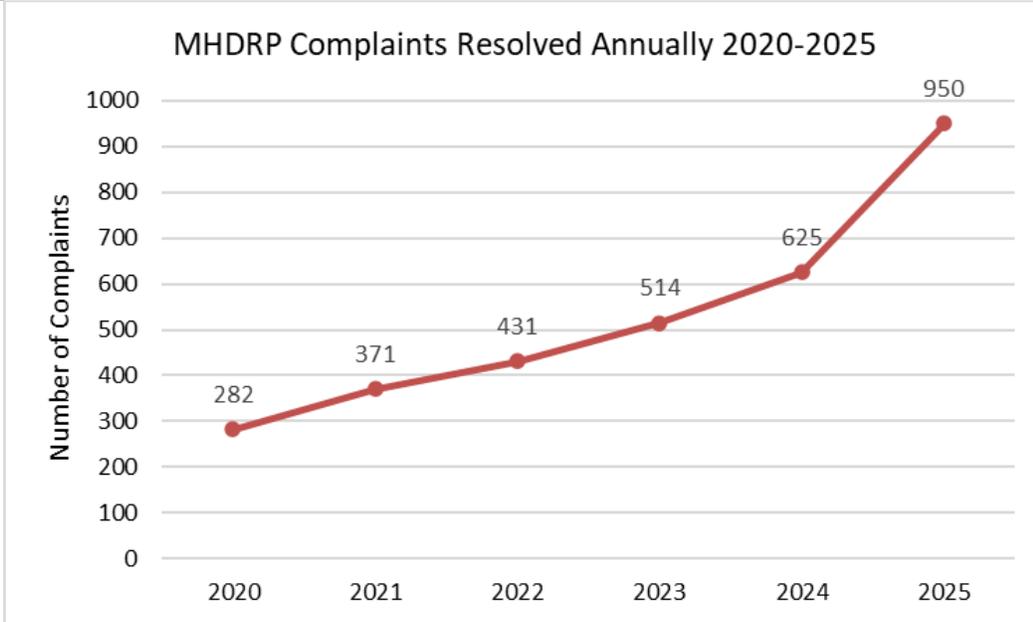
the number of complaints being filed. The Program is currently fully staffed in alignment with the expenditure authority FTE count. The Program is now focusing on efficiency and improvements to services, information, and materials it provides. The number of complaints closed in 2025 exceeds the number of complaints received, and the Program’s processing times have decreased.

The following charts show the complaint and call data for 2020 – through 2025.

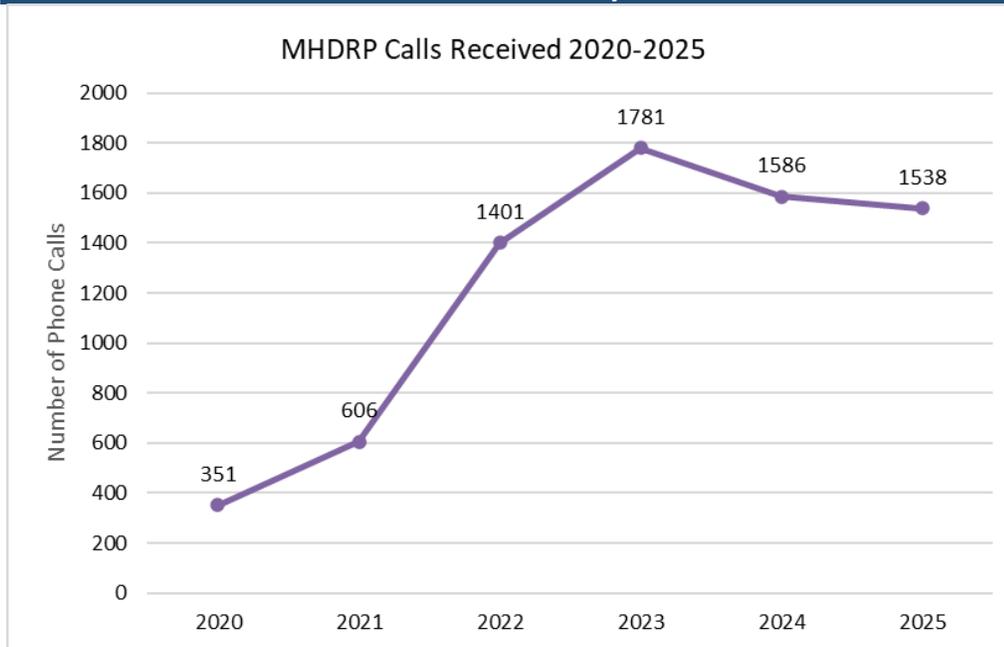
A. MHDRP Complaints Received Annually 2020 – 2025



B. MHDRP Complaints Resolved Annually 2020 – 2025



C. MHDRP Phone Calls Received Annually 2020 – 2025



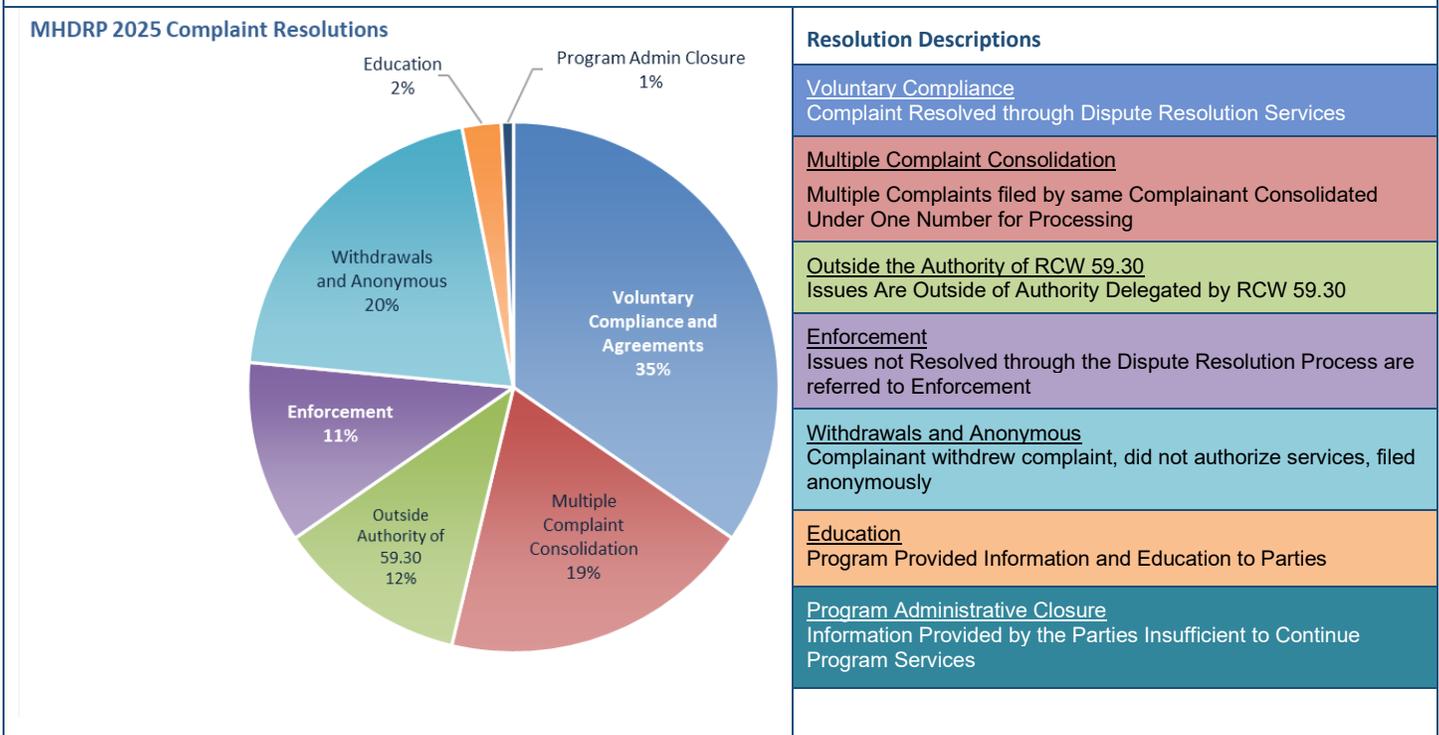
D. Complaint Issues/Alleged Violations of the MHLTA

1. Rent Increase
2. Utilities Charges
3. Utilities Responsibility
4. Fees Nature of
5. Fees Amount
6. Rental Agreement
7. Rules Enforcement
8. Duties of Landlord
9. Rent Stabilization (HB 1217)
10. Maintenance of Common Areas and Roads
11. Eviction Issues
12. Permanent Structures
13. Denial of Tenancy
14. Park Sales
15. LL Refusing Rent
16. Health, safety or sanitation
17. Stagnant/running water
18. Infestation
19. Transfer of RA
20. Duties of Tenant

E. Complaint Outcomes	
Complaint Outcomes	Number of Complaints
Voluntary Compliance	305
Multiple Complaint Consolidation	184
Outside Scope of 59.30	112
Referred to Enforcement	107
Complainant Stopped Communicating	92
Complainant Withdrew Complaint	41
Complainant Moved from Park	34
Anonymous/No Authorization	29
Dispute Resolution – Agreement of Parties	28
MHLTA Education Provided	23
Program Administrative Closure	7

19% of complaints filed are from complainants that have an open complaint in process, these complaints are comprised of new issues not included in the original complaint as well as additional information related to the complaint in progress that was submitted on a new complaint form. The complaints are consolidated to facilitate clear communication and an efficient dispute resolution process.

The chart below provides a breakdown of the various types of complaint outcomes.



X. OUTREACH AND EDUCATION

The Program engages the public and stakeholders through events and presentations planned by the Program and upon request of the public and stakeholders. The Program distributes information and materials, including copies of RCW 59.20 and RCW 59.30, notice of tenant rights posters, and flyers informing landlords and tenants of their rights and responsibilities under Washington’s rent stabilization laws. The Program provides information and presentations in English and Spanish languages, and other languages upon request.

In response to changes in law impacting Program services, the Program updated notice of rights posters and mailed out over two hundred packets to manufactured/mobile home communities as of 12/30/25, with regular mailings scheduled until all registered parks have received the updated posters. In addition, a know your rights flyer regarding the new rent stabilization laws was developed, distributed, and is available on the AGO website. All Program packet materials were updated to reflect changes in the RCWs as well as materials and information included in presentations to the public and stakeholders.

The Program reports the following for the period of January 1, 2025, through December 29, 2025.

A. Events and Presentations 2025	
Total Number of Events	8
Total Number of Attendees	360

B. Distribution of Educational Materials 2025	
Tenant Rights Posters	80 Packets
Correspondence	100 Packets

XI. STAKEHOLDER ENGAGEMENT

The Program collaborates and coordinates with the Department of Commerce and the Department of Revenue regarding information and services related to the authorization and responsibility of each agency under RCW 59.30. The Program regularly meets with the Department of Commerce and communicates with the Department of Revenue regarding Mobile Home Park registrations.

The Program presented at five events at the request of stakeholder groups in partnership with the public library system.

A. Stakeholder Contacts 2025	
Number of Events	5
Number of Phone Calls	1,452
Number of Correspondence	200

XII. RECOMMENDATIONS

The Program renews its 2023 and 2024 recommendation regarding RCW 59.20.135. The Program is expending significant resources investigating the legal owner of permanent structures to determine who is

responsible for its maintenance. Many cases lack conclusive evidence after detailed investigation into the history of structures. The Program would benefit if a burden of proof was placed on one party and/or if the law were clarified to assume all existing permanent structures are owned and maintained by the park at any time a new tenant signs a lease.

The Program requests clarification regarding the responsibility of maintaining natural improvements to the land underneath a tenant's home. Improvements except a natural lawn purchased and installed by a tenant remain tenant property, however, RCW 59.20.100 does not clarify what a natural lawn is. Trees and other landscaping are unlike other improvements in that they become intertwined with the land which tenants do not own. This comingled improvement leads to uncertainty for subsequent tenants who believe that they do not own the trees and other landscaping while the parks believe they do.

The Program recommends permitting the issuance of fines for non-cooperation with the dispute resolution or investigation process, including failing to respond to subpoenas or other requests. The current statutory structure permits the Program to issue fines only after non-compliance with notices of violation which can be appealed at the Program's expense. Complaint respondents can abuse this structure to delay Program investigations by refusing to cooperate, forcing the Program to issue a notice of violation for refusing to cooperate, appealing notice of violation, and then later abandoning the appeal without consequence and after expending significant Program resources during the OAH pre-hearing procedural processes.

XIII. PROGRAM STAFFING

The Program is budgeted 7.0 FTE which includes enforcement and management staff that perform Program work less than full-time.

Full-time Program Staff performing complaint intake and dispute resolution services include, 1 Program Supervisor, 2 Program Specialists, and 1 Program Coordinator.

Enforcement work is performed by staff working less than full-time including 1 AAG, 1 AGO Investigator, and 3 legal support services staff.

The Program staffing includes 1 managing AAG and 1 Program Director, both perform management duties for the Program less than full-time.

XIV. PROGRAM CONTACT INFORMATION

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Program Services Contact Information

E-mail: MHDR@atg.wa.gov

Call Center:

Statewide toll-free: 866-924-6458

King County: 206-464-6049

Mailing Address:

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Accessibility

Washington State Relay Service for the hearing impaired 7-1-1
Persons with speech impairment can call 877-833-6341 (STS)

To request a reasonable accommodation to access Program services:

Email: MHDR@atg.wa.gov

Call: Statewide toll-free: 866-924-6458
King County: 206-464-6049