

Statement of Support for HB 2008

I am Stephanie Linn, I own two radio stations in Newport and I live in Longview Hills Manufactured Home Community, Newport Oregon, owned by Phil Taylor, HCA. I have lived in my senior park with my disabled, home-bound, husband Richard and our adult daughter, Kellie, for 12 years.

I support HB 2008 and urge passage of this bill. We need this bill. And to illustrate I would like to share my experience with filing written complaints in my park.

Last October I filed a detailed, extensive and serious complaint about the park managers, Teresa and Terry Everest. I filled out the form required by the owners with as much detail as possible.

Briefly, the complaint began with a short trip to check my mail January last year. I was accosted by a woman screaming at me and waving her arms wildly from the middle of the community center parking lot as I was driving up to park. I had never met this woman and I left immediately as she was running up to my car shouting at me. I went to my radio station. About an hour later my husband called. He was extremely upset, there was a 30-day eviction notice on our front door.

I immediately went home to calm my husband and to try to get some answers. The woman screaming at me in the parking lot was Teresa Everest, the new manager. She had posted the eviction notice because I wouldn't stop to be shouted at, so she accused me of speeding, and "peeling rubber", gravel flying – it was very dramatic. (PS, I drive a twenty-year-old Ford Explorer – who's "peeling rubber" days are long over). The eviction notice required that I respond in writing what my remedy would be. As this caused my husband and I so much distress and worry – I wrote an apology under duress.

But Teresa Everest did not stop harassing us. She and her husband, Terry began stalking our home – driving past our home several times a day (I live on a dead-end). Then a notice was sent 3 weeks later continuing the threat of eviction with the addition of many false claims of extra people occupying our home, with lots of nasty implications.

This is no joke, it was a serious and terrifying letter. We were very upset about the accusations and what the managers were implying. I went to the manager to explain. The people she was incorrectly assuming were living in my home are my husband's helpers and never in our home after 4 pm.

At this exchange the manager insisted I must follow rules she insisted had always existed in the park. I never heard of any rules like these and they are not in my or my neighbor's rules. These "Rules" would force my adult daughter, a resident in our home for over seven years, to leave or register as our temporary caretakers. There is no such requirement in my rules.

The next item in my written complaint to Phil Taylor was when my daughter and I met with Teresa Everest to update my daughter's registration with the office – as this was the only rule in my agreement that needed attention. We were invited into the park office – every surface was covered with religious books and posters and she told my daughter that she really should attend her bible study in the clubhouse. We felt very uncomfortable, irritated, insulted and intimidated. All of this was in my written complaint to Phil Taylor. The rest of my complaint included treated of my neighbors by the managers that I found offensive, as several of them had been screamed at and/or demeaned.

A couple weeks later Phil Taylor met with some of us with written complaints about these managers. 17 written complaints about the managers were submitted. At this meeting no discussion was allowed about our complaints as we were assured each tenant with a complaint would be contacted individually for follow-up. Plus, we were also informed that the managers had the full support of Phil Taylor and HCA and would not be removed from our park.

Four months passed with no contact from Phil Taylor or HCA to any of the 17 written complaints (including mine) filed with them last October.

Then Phil Taylor's assistant called me last month, four months after my complaint to "talk about it." Management issues among the residents in the park have not changed and HCA had not made any changes - the managers were still there, with no change in behavior. In fact, more new complaints about them had been filed. Some directly with Phil Taylor and HCA by mail and by email, some thru our OSTA Chapter and some tenants retained attorneys to file objections directly to Phil

Taylor about; manager behavior, various Chapter 90 violations and violations of our park rules. I know of at least one certified letter of complaint was rejected by the managers.

We need HB 2008 because owners like HCA and Phil Taylor clearly have no intention of addressing complaints – they just seemed to be doubling down, by adding more insult to injury with demands for rule enforcement of rules we do not have in our park.

Sadly, my story is not unique nor even the worst of how out-of-state park owners like Phil Taylor operate their parks. They will fight HB 2008 with tons of money, fancy lobbyists and try to keep the light of day off their treatment of the over 65,000 seniors like me, disabled persons like my husband and poor families with limited income that live in their parks.

Their efforts to destroy manufactured housing as an affordable housing choice across Oregon can only be controlled with bills like HB 2008.

We need HB 2008. Item #3, so that residents know the requirement of owners and the process for complaints. Item #4, a database that can document, educate and hold publicly accountable the actions (or lack thereof) of owners.

And most importantly, item #6, without enforcement owners will continue to ignore complaints as there is no current penalty for their actions.

Without HB 2008 there is no incentive for Phil Taylor, HCA and other owners like him to address complaints. Without HB 2008 there is no enforcement process and these owners will just continue to ignore serious issues like mine.

Respectfully submitted,

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