

Effective 7/1/2015

**Chapter 16a
Mobile Home Park Helpline**

**Part 1
General Provisions**

57-16a-101 Title.

- (1) This chapter is known as the "Mobile Home Park Helpline."
- (2) This part is known as "General Provisions."

Enacted by Chapter 233, 2015 General Session

57-16a-102 Definitions.

As used in this chapter:

- (1) "Act" means Title 57, Chapter 16, Mobile Home Park Residency Act.
- (2) "Assisting attorney" means a member of the Utah State Bar who the helpline administrator designates to assist in administering the helpline, in accordance with the provisions of this chapter.
- (3) "Caller" means a resident, a mobile home owner, or a park owner who calls the helpline.
- (4) "Helpline" means a direct public telephone number that a resident, a mobile home owner, or a park owner may call with inquiries related to the act.
- (5) "Mobile home" means a transportable structure in one or more sections with the plumbing, heating, and electrical systems contained within the unit that when erected on a site may be used with or without a permanent foundation as a dwelling unit.
- (6) "Mobile home lot" means an area within a mobile home park designed to accommodate one mobile home.
- (7) "Mobile home owner" means a person who:
 - (a) owns a mobile home; and
 - (b) leases or rents from a park owner the mobile home lot on which the mobile home is located.
- (8) "Mobile home park" means any tract of land on which two or more lots are leased, or offered for lease or rent, to accommodate mobile homes for residential purposes.
- (9) "Park owner" means a person who owns a mobile home park, including the person's agent.
- (10) "Resident" means a person who leases or rents a mobile home from the mobile home owner.
- (11) "Supervised student" means a law student at the S.J. Quinney College of Law who, under the supervision of a member of the Utah State Bar, participates in the law clinic established under this chapter.

Enacted by Chapter 233, 2015 General Session

**Part 2
Helpline Administration and Process**

57-16a-201 Title.

This part is known as "Helpline Administration and Process."

Enacted by Chapter 233, 2015 General Session

57-16a-202 Helpline administration.

- (1) A helpline is created to assist a resident, a mobile home owner, or a park owner with disputes related to the act.
- (2) The University of Utah S.J. Quinney College of Law shall administer the helpline in accordance with the provisions of this chapter.
- (3) In administering the helpline, the S.J. Quinney College of Law shall:
 - (a) establish a phone number for the helpline; and
 - (b) create a law clinic that consists of:
 - (i) a helpline administrator who is employed by the S.J. Quinney College of Law and is an active member of the Utah State Bar;
 - (ii) one or more supervised students; and
 - (iii) if necessary, one or more assisting attorneys.
- (4) The helpline administrator, a supervised student, or an assisting attorney shall:
 - (a) receive and respond to calls made through the helpline;
 - (b) inform a helpline caller of the rights, responsibilities, and remedies described in the act;
 - (c) receive complaints from a helpline caller that allege a violation of the act;
 - (d) create a record of each call that includes:
 - (i) whether the caller is a resident, a mobile home owner, or a park owner;
 - (ii) the subject of the call, including whether the call alleges a violation of the act;
 - (iii) if the call alleges a violation of the act, information regarding whether the respondent was contacted;
 - (iv) the services provided to the caller, if any; and
 - (v) the outcome of the dispute, if known; and
 - (e) maintain a record described in Subsection (4)(d) for at least one year after the day on which the record is created.
- (5) The helpline administrator shall, beginning in 2016, on or before November 30 of each year, submit to the Political Subdivisions Interim Committee a report that, for the 12 months before the day on which the helpline administrator submits the report, states:
 - (a) the number of calls that the helpline administrator, a supervised student, or an assisting attorney received through the helpline;
 - (b) a brief summary of each call, including:
 - (i) whether a resident, a mobile home owner, or a park owner made the call;
 - (ii) the subject of the call;
 - (iii) the nature of any service provided to the caller; and
 - (iv) the outcome of the matter, if known; and
 - (c) any recommendations regarding changes to the helpline or the act.

Amended by Chapter 348, 2016 General Session

57-16a-203 Helpline process.

- (1) A helpline caller may call the helpline regarding the rights, responsibilities, and remedies described in the act.
- (2) If a helpline caller alleges a violation of the act, the helpline administrator, a supervised student, or an assisting attorney shall inform the caller of the rights, responsibilities, and remedies described in the act.

(3) Any record or recommendation that relates to the helpline administration is not admissible as evidence in a judicial proceeding.

Enacted by Chapter 233, 2015 General Session