

Effective 5/10/2016

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