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April 10, 2017

SENT VIA CERTIFIED MAIL AND EMAIL

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Royal Coachman
c/o Jerry Moberg and
Associates
PO Box 130
Ephrata, WA 98823

RE: Administrative Closure of Complaints (Antonio Alcalá, Ferman Amado, Jacob Amado, Jose FaNava, Romulo Garcia, Cristobal Guerrero, Julio Hernandez, Edgar Hilario, Francisco Jaimes, Lorenze Jimenez, Rufina Lima, Homero Mondragon, Luis Montoya, Maria Morales, Claudia Nunez, Concepcion Olivan, Isidro Ramirez, Maria Rodriguez, Genero Romero, Eduardo Ruiz, Genaro Santiago, Juan Santiago, Natividad Tacuba, Francisco Velasco, Pedro Victoriano, Maria Villalobos) against Royal Coachman Mobile Home Park

MHDRP Complaint Nos. 467730, 485763, 467713, 467711, 467728, 485764, 485769, 467725, 467721, 485767, 485770, 467716, 467715, 467724, 485768, 467722, 467718, 467719, 467714, 467731, 485765, 467712, 485766, 467729, 467726,

Dear Antonio Alcalá, Ferman Amado, Jacob Amado, Jose FaNava, Romulo Garcia, Cristobal Guerrero, Julio Hernandez, Edgar Hilario, Francisco Jaimes, Lorenze Jimenez, Rufina Lima, Homero Mondragon, Luis Montoya, Maria Morales, Claudia Nunez, Concepcion Olivan, Isidro Ramirez, Maria Rodriguez, Genero Romero, Eduardo Ruiz, Genaro Santiago, Juan Santiago, Natividad Tacuba, Francisco Velasco, Pedro Victoriano, Maria Villalobos, and Royal Coachman:

In June of 2015, multiple tenants filed complaints against Royal Coachman Mobile Home Park (Royal Coachman) with the Manufactured Housing Dispute Resolution Program (the Program) alleging that Royal Coachman was charging improper fees and doing so in retaliation. The Program contacted Royal Coachman in an attempt to facilitate negotiation between the parties and resolve the dispute through an informal dispute resolution process. However, the parties were not able to negotiate a resolution. The Program, therefore, concluded that an agreement could not be reached and informed the parties it would conduct a formal investigation.

The investigation revealed that many tenants at Royal Coachman were part of a class action lawsuit against the park for improperly imposing a \$69 utility fee. Following the filing of the lawsuit, tenants allege that Royal Coachman began retaliating against them by instituting excessive water fees, extra vehicle fees, and extra guest fees. The complaints to the Program regarded the retaliatory, excessive fees, not the \$69 fee involved in the class action. The Program investigator visited Royal Coachman at which time additional tenants with similar complaints were added to this matter.

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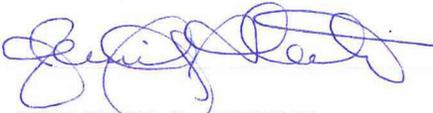
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In May 2016, an Order Preliminarily Approving Consent Decree was filed by the court in the class action matter. The Consent Decree includes provisions prohibiting Royal Coachman from increasing “rents or other charges or fees, or impos[ing] any new or additional charges or fees to be paid by the tenants, including utility fees, while [the] Consent Decree is in effect.” The Consent Decree also prohibits Royal Coachman from retaliating against tenants.

The above issues discussed in the Consent Decree are the issues involved in the Program’s matter, therefore, the Program will not be continuing its investigation. The Program will not be issuing a Notice of Non-Violation or a Notice of Violation. The Program will close the complaint. However, should any new facts or issues develop that involve potential violations of the Manufactured/Mobile Home Landlord-Tenant Act, the Program may accept new complaints on those issues.

We appreciate your cooperation with the Program. This matter is now closed.

Sincerely,



JENNIFER S. STEELE
Assistant Attorney General
(206) 389-2106

JSS:pjd