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October 1, 2012

SENT VIA CERTIFIED MAIL AND US MAIL

Paula Arnold
620 112th Street SE #325
Everett, WA 98208

Tony Branson
Walter H. Olsen, Jr.
Olsen Law Firm PLLC
205 South Meridian
Puyallup, WA 98371

Re: *Voluntary Compliance of Arnold v. Lago de Plata Villa*
MHDRP Complaint No. 400358

Dear Ms. Arnold, Mr. Olsen, and Mr. Branson:

The Manufactured Housing Dispute Resolution Program (MHDRP) received a complaint against Lago de Plata Villa (Lago), a manufactured housing community, from Paula Arnold, a tenant of Lago, on January 2, 2012. Ms. Arnold complained that Lago's new requirement, that a deposit be placed for use of the clubhouse, was a violation of a previous agreement resolved through the MHDRP's dispute resolution process. MHDRP contacted Lago 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 to this matter and the MHDRP therefore concluded that an agreement could not be reached between the parties. As a result, the MHDRP conducted a formal investigation pursuant to RCW 59.30.040.

During the course of its investigation, MHDRP learned that following receipt of Ms. Arnold's complaint to MHDRP, Lago changed the locks on the clubhouse. On March 26, 2012, Ms. Arnold informed the MHDRP that the clubhouse locks had been changed without notice. Previously the clubhouse had always been unlocked during business hours, approximately 9-5, whereas now the clubhouse was locked during these hours. In addition, a key to the front door of the clubhouse had always hung in the clubhouse for anyone to use, when the locks were changed the key was removed and was not replaced.

The Manufactured/Mobile Home Landlord-Tenant Act prohibits a landlord from decreasing services in retaliation for a tenant filing a complaint with a government authority. RCW 59.20.070(5)(a). Lago violated RCW 59.20.070(5)(a) when it decreased access to the clubhouse following Ms. Arnold's complaint.

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Notwithstanding Lago's violation of RCW 59.20.070(5)(a), in August 2012, Ms. Arnold and Lago entered into a private settlement agreement regarding the terms of the use of the clubhouse. The agreement resolves the disputed issues regarding the clubhouse between Ms. Arnold and Lago. The MHDRP was not involved in the settlement agreement, however, has been provided a copy of the signed agreement. As the parties privately resolved the dispute in this matter compliance has been achieved without the need for a notice. If any party falls out of compliance with the law, the MHDRP may issue a Notice of Violation to ensure compliance.

We appreciate your cooperation with the MHDRP's investigation. This matter is now closed.

Sincerely,



Jennifer S. Steele
Assistant Attorney General
(206) 389-2106

JS:mh