

CITY OF



MOBILEHOME PARK RENT STABILIZATION PROGRAM

**Application By Park Resident
or Park Resident Representative**

For

**Decrease in Rents Based on Discontinuance or
Reduction of a Service or Amenity**

Reference Yucaipa Municipal Code (YMC) Ch. 15.20 and
Administrative Rules Adopted Pursuant to Ch. 15.20

(YMC Ch. 15.20, Administrative Rules, and Applications and Forms may be accessed from the “Mobilehome Rent Stabilization Program” web pages at yucaipa.org)

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GENERAL INSTRUCTIONS

REQUIRED CONTENTS OF APPLICATION

1. One (1) copy of the completed application and all supporting documentation must be submitted in order for your application to be deemed complete. You must also submit an electronic copy of the application form and supporting documentation in jpeg or PDF format. Any additional supporting documentation requested by the Rent Administrator must be submitted to the City prior to the hearing on the application in accordance with the directions of the Rent Administrator. Supporting documentation includes, but is expressly not limited to: photographic evidence, citations and/or notices from governmental agencies, correspondence between the Park Owner and residents, and notices issued to Park Residents. **ALL PAGES MUST BE SEQUENTIALLY NUMBERED WITH BATES NUMBERS OR OTHER SIMILAR NUMBERING SYSTEM BEFORE COPIES ARE MADE, AND ALL ATTACHMENTS MUST BE LABELED TO CORRESPOND TO THE RELATED SECTION OF THE APPLICATION FORM PRIOR TO SUBMISSION.**
2. A filing fee of \$1,750. All checks and money orders should be made payable to the City of Yucaipa. No application shall be deemed complete or set for hearing unless the Applicant has paid the required filing fee.
3. A Proof of Service (form attached) certifying that the Applicant (i) posted a Notice of Filing of Rent Decrease Application and a complete copy of the application (including all supporting documentation) in the following locations in the park for review and inspection by the Park Residents: park office, clubhouse and one other location accessible to the residents during regular business hours; and (ii) served a complete copy of the application (including all supporting documentation) and a Notice of Filing of Rent Adjustment Application (form attached) by mail or personal delivery on the Park Owner informing him/her that the application was filed with the City.
4. A Declaration Under Penalty of Perjury signed by the Applicant, certifying that the information, documentation and statements contained in the application are true and correct and application (including all supporting documentation) is posted in three locations in the park (form attached).
5. If you are a Park Resident Representative, you must include an authorization signed under penalty of perjury by the Park residents confirming that they authorized you to file the application on their behalf. (The Authorization Form for Applicant to Represent the Park Residents is enclosed with this Application form as "Attachment 1").
6. Four (4) sets of self-sticking address labels addressed to the Park Owner, the Park Manager, the Park Resident Representative, and to each park space that is joining in the application showing the space number and address.

EXAMPLE:	Park Name:	Yucaipa Mobilehome Park
	Park Address:	12345 Main Street, Space #100
	City, State, Zip:	Yucaipa, CA 92399

PLEASE NOTE: An application will not be deemed complete until the Applicant has provided all information and documentation required by the application form pursuant to YMC §15.20.090 and §15.20.105 and Administrative Rules, Chapter's 1 and 7.

FORMAT OF APPLICATION

1. The application shall be typed or printed in black ink.
2. All attached pages should be 8 ½" x 11".

3. All attachments and documentation must be sequentially numbered with bates numbers or other similar numbering system before copies are made, and all attachments must be labeled to correspond to the related section of the application form prior to submission.
4. Applicants may submit copies of supporting documentation, but these may not substitute for pages of the application.

If information required in this application is unavailable for any reason, please indicate the reason for its unavailability at the appropriate section in the application.

DELIVERY OF APPLICATION

The application and all supporting documents must be delivered to:

Mobilehome Rent Administrator
City of Yucaipa
34272 Yucaipa Blvd.
Yucaipa, CA 92399

CITY GUIDELINES FOR PROCESSING APPLICATIONS

A Park Resident may submit an application on his/her own behalf or may retain a Park Resident Representative to submit the application on his/her behalf.

Within thirty (30) days of receipt of the application, the Rent Administrator will notify the applicant whether the application is complete. Submittal of a complete application and payment of the filing fee in full is required in order for the Rent Administrator to deem the application complete and set the application for hearing before the Hearing Officer. All checks and money orders should be made payable to the City of Yucaipa.

The Rent Administrator will mail written notice to the Applicant and Park Owner as soon as the application has been determined to be complete. The Park Owner or his/her representative will have twenty (20) days to file a written opposition or response to the application. Any rent decrease granted shall be equal to the cost to the Park Owner as a result of the discontinuance or reduction in the service, maintenance or amenity.

The Park Resident(s) seeking a rent decrease has the burden of proving (with substantial evidence) that the service or amenity has been removed or decreased, and also has the burden to prove (with substantial evidence) the factual basis and methodology for the amount of the proposed rent decrease. A proposed rent decrease must be supported by competent written or oral evidence. Mere speculation shall not be sufficient to support a rent decrease under YMC 15.20.

Applications for rent decreases based on discontinuance or reduction of a service or amenity are governed by YMC §§15.20.090 and 15.20.105, and the Administrative Rules, Chapters 4 and 7. Applications before the Hearing Officer are generally processed, heard and determined pursuant to YMC §§ 15.20.105 and 15.20.110, and Chapter 1 of the Administrative Rules.

Upon a determination by the Rent Administrator that your application is complete, you will be notified of the date set for your hearing before the Hearing Officer.

It is the Applicant's responsibility to review pertinent sections in YMC Chapter 15.20 and Administrative Rules, applicable to this type of application.

INQUIRIES

Questions should be directed to the Mobilehome Rent Administrator at (909) 797-2489, Extension 236.

PROOF OF SERVICE

I / (We), _____ declare as follows:

I (we) am (are) the **CHECK ONE** Park Resident(s) Authorized Park Resident Representative(s) of the resident(s) of the Mobilehome Park listed below.

Name of Mobilehome Park: _____

1. [Complete if Park Resident Representative(s)] I (We) am (are) authorized to submit this application for a **CHECK ONE**:
 Rent Decrease Based on Discontinuance of Service or Amenity; and/or
 Rent Decrease Based on Reduction of Service or Amenity under YMC § 15.20.090 to the City of Yucaipa on behalf of the residents listed in Attachment 4 of the Application.

2. On _____, a complete copy of the application (including all supporting documentation) and the Park Resident’s Notice of Filing of Rent Decrease Application were served on the Park Owner’s Representative, by **CHECK BOX** personal delivery or first class mail, addressed as follows [insert name and mailing or delivery address]

3. On _____, I posted a complete copy of the application (including all supporting documentation) and the Park Resident’s Notice of Filing of Rent Decrease Application at the following three locations in the Park:
 Park Office: _____
 Park Clubhouse: _____
 Location accessible to the residents: _____

I will maintain a complete copy of the application (including all supporting documentation) in those three locations until the City issues its final decision on the application.

4. If I submit any additional documentation to the City in support of this application, I will also post that additional documentation in the three locations identified in Paragraph (3) until the City issues its final decision on the application, and I will provide a supplemental declaration to the City confirming the additional posting.

I declare under penalty of perjury under the laws of the State of California that the foregoing statements are true and correct.

Executed this _____ day of _____, 20 _____ at _____ California.

Signed: _____

Print Name: _____

Title/Capacity: _____

Mailing Address: _____

Phone: _____

[Notice to Applicant: If the person serving the application is different from the person posting the application, then each person must complete and sign a Proof of Service.]

**DECLARATION OF PARK RESIDENT/PARK RESIDENT REPRESENTATIVE UNDER
PENALTY OF PERJURY**

I declare under penalty of perjury under the laws of the State of California that all of the information, documentation, and statements contained in this application for a **[CHECK ONE]**:

- Rent Decrease Based on Discontinuance of Service or Amenity
- Rent Decrease Based on Reduction of a Service or Amenity

are true and correct.

Executed this _____ day of _____, 20 _____ at _____ California.

Signed: _____

Print Name: _____

Title/Capacity: _____

Mailing Address: _____

Phone: _____

[Notice to Applicant: If the person serving the application is different from the person posting the application, then each person must complete and sign a Proof of Service.]

APPLICATION INSTRUCTIONS

Each section must be typed or printed in black ink. Answer each question completely and attach all documentation that supports each of your responses. **ALL ATTACHMENTS AND DOCUMENTATION MUST BE SEQUENTIALLY NUMBERED WITH BATES NUMBERS OR OTHER SIMILAR NUMBERING SYSTEM BEFORE COPIES ARE MADE, AND ALL ATTACHMENTS MUST BE LABELED TO CORRESPOND TO THE RELATED SECTION OF THE APPLICATION FORM PRIOR TO SUBMISSION.**

SECTION I APPLICANT

Applicant Name: First: _____ Last: _____

Applicant Status :
(check appropriate box): Park Resident(s) Park Resident Representative

Name of Organization:
(Park Resident Representatives only): _____

Mailing Address: _____

City State Zip Code

Street Address: _____

City State Zip Code

Phone Number: _____ Facsimile (optional): _____

Email Address: _____

If you are a Park Resident Representative, you must complete Attachment 1 (Authorization Form for Applicant to Represent Park Residents) and submit the completed form with the application.

If this application is being submitted by a Park resident(s), please attach a list of the names of each person joining in the application including space number(s), phone number(s), and email address(es) (Attachment 4).

SECTION II MOBILEHOME PARK

Mobilehome Park Name: _____

Street Address: _____

City State Zip Code

Complete Name(s) of Park Owner: _____

Park Owner Mailing Address: _____

City State Zip Code

Phone Number: _____ Facsimile (optional): _____

SECTION III PARK MANAGEMENT

Onsite Park Manager Name: First: _____ Last: _____

Park Manager Mailing Address: _____

City _____ State _____ Zip Code _____

Phone Number: _____ Facsimile (optional): _____

Email Address: _____

Park Management Co. Name: _____

Park Management Mailing Address: _____

City _____ State _____ Zip Code _____

Phone Number: _____ Facsimile (optional): _____

Email Address: _____

SECTION IV TYPE OF APPLICATION

Basis of application (please check appropriate box):

Discontinuance of Service or Amenity (Complete Sections V, VI, VII, VIII, IX, & X and provide all pertinent attachments)

(OR)

Reduction in Service or Amenity (Complete Sections V, VI, VII, VIII, IX, & XI and provide all pertinent attachments)

SECTION V RENT DECREASE REQUEST

Only discontinued or substantial reductions in services or availability of an amenity, which will result in a significant cost savings to the Park Owner, can be the basis of a rent decrease. Services or amenities that qualify under de minimis conditions (as outlined in Attachment 3) do not qualify as a rent decrease.

A. Amount of rent decrease requested by Applicant (per month/per space): \$ _____

Explanation of the methodology used to determine the rent decrease request. Attach additional sheets as necessary and provide all supporting documentation labeled as "Section V – A".

B. Cost savings to Park Owner resulting from the discontinuance of the service or amenity (per month/per space): \$ _____

Explanation of the methodology used by the Applicant to determine the cost savings to the Park Owner. Attach additional sheets as necessary and provide all supporting documentation labeled as "Section V – B".

SECTION V RENT DECREASE REQUEST

C. Explain whether the Park Owner agree(s) with the amount of the rent decrease requested by the Applicant. Attach additional sheets as necessary and provide all supporting documentation labeled as "Section V – C".

SECTION VI REQUEST FOR RESTORATION OF SERVICE OR AMENITY

A. At least thirty (30) days before (but not more than sixty (60) days prior to) filing the application, did the Applicant and/or residents submit a written request to the Park Owner asking that the amenity or service be restored, along with a notice of intent to file an application for a rent decrease?

Yes Date of request and notice of intent: _____ No

If your answer to Section VI (A) is "Yes", attach a copy of the written request and notice of intent to file an application for a rent decrease, along with Proof of Service of the request and notice of intent by personal delivery or mail on the Park Owner and Park Manager and label documents as "Section VI – A".

If your answer to Section VI (A) is "No", please do so prior to submitting this application to the City. (Reference YMC §15.20.090(B) and Administrative Rules, §7.0005(A).)

B. Did the Park Owner provide you a response?

Yes Date of Park Owner response: _____ No

If your answer to Section VI (B) is "Yes", attach a copy of the Park Owner's response and label documents as "Section VI – B". If the Park Owner's response was verbal, set forth an explanation of the Park Owner's response in the spaces provided below. Attach additional sheets as necessary and provide all supporting documentation labeled as "Section VI – B".

SECTION VII RESIDENT MEETING (OPTIONAL)

Prior to filing an application for a rent decrease, the Park residents or Park Owner may request a resident meeting to discuss the proposed application (Administrative Rules §7.0004 (E).) Failure to hold a resident meeting will not preclude the granting of an application for a rent decrease under YMC §15.20.090.

A. Prior to the submittal of this application, did the Applicant (resident(s) or Park Resident Representative) hold a meeting with the Park Owner or Park Manager?

Yes Date of Park Owner response: _____ No

B. Attach all documentation that supports your response to this Section VII including, but not limited to, sign-in sheets, notice of meeting, materials handed out at meeting, record of vote or other action taken at meeting, and label documents as "Section VII – B".

SECTION VIII SERVICE OR AMENITY ALREADY DISCONTINUED OR REDUCED

A. Prior to filing this application, has the Park Owner already reduced or discontinued the service or amenity?
Yes Date reduced or discontinued: _____ No

B. Did the Park Owner, or anyone on their behalf, provide any explanation to the Applicant and/or the residents for the reduction or discontinuance of the service or amenity?
Yes No

If your answer is “Yes”, attach a copy of the Park Owner’s written explanation as to why the service or amenity was discontinued or reduced and label documents as “Section VIII – B”. If the Park Owner’s response was verbal, set forth an explanation of the Park Owner’s response in the spaces provided below. Attach additional sheets as necessary and provide all supporting documentation labeled as “Section VIII – B”.

SECTION IX RENT DECREASE ALREADY IMPOSED

A. Prior to filing this application, has the Park Owner already decreased the rent due to the discontinuance of or reduction in the service or amenity?
Yes No

B. If “Yes”, please provide the following information:
1. Amount of rent decrease(s) already imposed (per month/per space): \$ _____
2. The date of notice of rent decrease: _____
3. The effective date of the rent decrease: _____
4. Attach copies of the following documentation:
 The rent decrease notice issued to the resident(s). Label document as “Section IX – B”.
 Written explanation provided by Park Owner for reduction or discontinuance of service or amenity and justification of the rent decrease amount. Label document as “Section IX – B”.

If the Park Owner’s response was verbal, set forth an explanation of the Park Owner’s response in the spaces provided below. Attach additional sheets as necessary and provide all supporting documentation labeled as “Section IX – B”.

C. Does the Applicant contend that the amount of the rent decrease is insufficient?
Yes No

If your answer is “Yes”, provide an explanation of your contention in the spaces below. Attach additional sheets as necessary and provide all supporting documentation labeled as “Section IX – C”.

SECTION X APPLICATION BASED ON DISCONTINUANCE OF SERVICE OR AMENITY

If your application is based on the discontinuance of a service or amenity, answer all of the following questions and attach all supporting documentation.

- A. Specify type and a detailed written explanation of service or amenity discontinued. Do not include any de minimis conditions (Attachment 3).

- B. Date that the service or amenity was initially provided: _____
(Where feasible, attach photographs of the service or amenity prior to discontinuation and label photographs as “Section X – B”.)

- C. Date that the service or amenity was discontinued: _____
(Where feasible, attach photographs of the service or amenity after discontinuation and label photographs as “Section X – C”.)

- D. Does the Park Owner acknowledge and agree that the service or amenity was discontinued?
Yes No

If your answer is “Yes”, list all reasons provided by the Park Owner for discontinuing the service or amenity and attach copies of any documents issued to you or other residents by the Park Owner prior to the date of your application. Attach additional sheets as necessary and provide all supporting documentation labeled as “Section X – D”.

- E. Does the discontinuance of the service or amenity have any impact on resident health or safety?
Yes No

Provide a written explanation for your response and attach copies of any notices, orders or findings issued by any other state, federal or local agency confirming or addressing the alleged discontinuance of the service or amenity, or any finding that the service or amenity is inadequate or does not comply with the law. Attach additional sheets as necessary and provide all supporting documentation labeled as “Section X – E”.

SECTION XI APPLICATION BASED ON REDUCTION OF A SERVICE OR AMENITY

If your application is based on the reduction of a service or amenity, answer all of the following questions and attach all supporting documentation.

A. Specify type and a detailed written explanation of service or amenity reduced. Do not include de minimis conditions (Attachment 3).

B. Date of commencement of the tenancy of the affected resident(s) that reside in the Park (including list of spaces and resident names): _____
(Attach additional sheets as necessary and provide all supporting documentation labeled as "Section XI – B".)

C. Date service or amenity was initially provided: _____
(Where feasible, attach photographs of the service or amenity prior to reduction and label photographs as "Section XI – C".)

D. Describe the level of the service or amenity provided by the Park Owner during each of the last five years up to and including the date of the reduction in the service or amenity. Attach additional sheets as necessary and, where feasible, attach photographs of the condition after the service or amenity was reduced and label as "Section XI – D".

Date of the reduction of service or amenity: _____

Describe the level of service or amenity provided over the last five years:

Year _____
Year _____
Year _____
Year _____

If reductions occurred over a period of time, list the service or amenity and the dates of the reduction:

Service or Amenity:	Date Reduced:
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

E. Describe the current level of the service or amenity provided by the Park Owner. Attach additional sheets as necessary and provide all supporting documentation labeled as "Section XI – E".

SECTION XI APPLICATION BASED ON REDUCTION OF A SERVICE OR AMENITY

F. Does the Park Owner acknowledge and agree that the service or amenity has been reduced?
Yes No

If your answer is “Yes”, list all reasons provided by the Park Owner for reducing the service or amenity and attach copies of any documents issued to you or other residents by the Park Owner prior to the date of your application. Attach additional sheets as necessary and provide all supporting documentation labeled as “Section XI – F”.

G. Does the reduction of the service or amenity have any impact on resident health or safety?
Yes No

Provide a written explanation for your response and attach copies of any notices, orders or findings issued by any other state, federal or local agency confirming or addressing the alleged reduction of the service or amenity, or any finding that the service or amenity is inadequate or does not comply with the law. Attach additional sheets as necessary and provide all supporting documentation labeled as “Section XI – G”.

ATTACHMENTS

- (1) Authorization Form for Applicant to Represent Park Residents (Park Resident Representatives)
- (2) Park Resident’s Notice of Filing of Rent Decrease Application
- (3) Administrative Rules – Chapter 7 (Schedule A) – De Minimis Conditions
- (4) Listing of Park Residents Submitting Application

**ATTACHMENT 1 - AUTHORIZATION FORM FOR APPLICANT TO
REPRESENT PARK RESIDENTS**

(This form is optional. The Park Resident Representative may also submit any written authorization on behalf of the Park residents, such as a letter from the president of the Resident Association in a park or other documentation confirming designation of applicant as representative of the Park’s residents.)

By signing below, each individual hereby declares as follows:

1. I am a resident of the following mobilehome park: _____
2. I hereby appoint and authorize _____ [name of Park Resident Representative] to submit the attached Application for Rent Decrease Based on Discontinuance or Reduction in Service or Amenity (“Application”) to the City of Yucaipa. I agree to be bound by each of the entries and representations made by said person(s) to the same extent as if I had completed the Application Form myself.

Print Name	Signature	Date Signed
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
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_____	_____	_____
_____	_____	_____

[THIS PAGE MAY BE DUPLICATED AS NEEDED]

ATTACHMENT 2 – PARK RESIDENT’S NOTICE OF FILING OF RENT DECREASE APPLICATION

[Instructions to Park Resident(s) and/or Park Resident Representative: You must post one copy of this Notice at each location listed below until the City issues its final decision on the application].

TO ALL PARK RESIDENTS:

PLEASE TAKE NOTICE that on _____, 20 _____ I filed an application for a
[CHECK ONE]:

- Rent Decrease Based on Discontinuance of a Service or Amenity; and/or
- Rent Decrease Based on Reduction of a Service or Amenity

under YMC §15.20.090 of the City of Yucaipa Mobilehome Rent Control Program (Yucaipa Municipal Code, Chapter 15.20, §§ 15.20.010 through 15.20.140) with the Rent Administrator of the City of Yucaipa. A complete copy of the application may be reviewed at City Hall, City of Yucaipa, located at 34272 Yucaipa Boulevard, Yucaipa, CA 92399.

I also served a complete copy of the application (including all supporting documentation) on the Park Owner, _____ . and [complete if applicable] on the Park Resident Representative, _____

A complete copy of the application is also posted in each of the following three locations in the Park:

- Office: _____
- Park Clubhouse: _____
- Location accessible to the residents: _____

A complete copy of the application will be maintained in those three locations until the City issues its final decision on the application. Any additional documentation that I submit to the City in support of the application will also be posted in those three locations until the City issues its final decision on the application.

Questions regarding the City’s procedures for processing and hearing on the application, and the Park Owners right to respond to the application, should be directed to the City of Yucaipa Rent Administrator, at 909-797-2489 ext. 236. Questions regarding the contents of the application may be directed to the following person(s) on behalf of the Park Residents:

Name: _____ Title: _____
at (_____) _____.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed this _____ day of _____, 20 _____ at _____ California.

Signed: _____
Print Name: _____
Title: _____

POSTED: _____
Date Time Location

ATTACHMENT 3 - ADMINISTRATIVE RULES – CHAPTER 7 (SCHEDULE A) – DE MINIMIS CONDITIONS

Minimal changes (also known as “de minimis conditions”) do not qualify for a rent decrease under YMC §15.20.090 or this Chapter. The following list provides examples of de minimis conditions.

1. Air Conditioning: Failure to provide air-conditioning in non-enclosed public areas, such as hallways, stairwells, and other similar areas.
2. Appliances, Clubhouse and other Common Area: Chips on appliances, counter tops, fixtures or tile surfaces; color-matching of appliances, fixtures, or tiles.
3. Building Entrance Door: Removal of canopy over door; changes in door-locking devices, where security or access is not otherwise compromised.
4. Carpeting: Change in color or quality under certain circumstances, isolated stains on otherwise clean carpets, frayed areas which do not create a tripping hazard.
5. Cracks: Sidewalk cracks which do not create a tripping hazard; cracks in walls and ceilings that do not constitute any health or safety hazard, provided there is no water leak; street cracks which do not create any traffic hazard and which otherwise comply with the law where such streets are otherwise regularly maintained.
6. Decorative Amenities: Modification (e.g., fountain replaced with rock garden), removal of some or all for aesthetic reasons.
7. Doors: Lack of alignment, provided the condition does not prevent proper closing or locking of entrance doors or closing of interior doors.
8. Floors: Failure to provide furnishing, refinishing or waxing; discrete areas in need of cleaning or dusting, where there is evidence that janitorial services are being regularly provided and most areas are clean (See also Janitorial Services, Subsection 12).
9. Parking: Any condition that does not interfere with the use of the parking lot (if any) or an assigned parking space (e.g., peeling paint where there is no water leak).
10. Graffiti: Minor graffiti inside the building, any graffiti outside the building where the owner submits an “affidavit of on-going maintenance” indicating a reasonable time period when the specific condition will be next addressed.
11. Landscaping: Modification, failure to maintain a particular aspect of landscaping where the grounds are generally maintained.
12. Janitorial Services: Failure to clean or dust discrete areas, where there is evidence that janitorial services are being regularly provided because most areas are, in fact, clean.
13. Lighting in Common Areas or Other Public Areas: Missing light bulbs or fixtures where the lighting is otherwise adequate.
14. Common Area Decorative Items: Discontinuance of flowers (fresh-cut or artificial), modification of furniture, removal of some furnishings (determined on a case-by-case basis), removal of decorative mirrors, reduction in space where reasonable access and use remain (determined on a case-by-case basis), elimination of public area door mat, removal or replacement of window coverings.
15. Mail distribution: Removal of door-to-door or other methods of internal mail distribution where other forms of distribution (e.g., U.S. mail) are maintained.
16. Masonry: Minor deterioration, failure to repair or replace exterior bricks or other masonry where there is no interior leakage or other danger to health or safety.
17. Painting: Change in color in common areas when otherwise not in violation of any other applicable law or regulation; replacement of wallpaper or stenciling with paint in the common areas; isolated or minor areas where paint or plaster is peeling, or other similarly minor areas requiring repainting,

provided there are no active water leaks; any painting condition in any area that is not part of the common area or not usually meant for or used by the Park Residents; failure to repaint if less than seven years (exterior common area buildings or facilities) or less than four years (interior common area buildings or facilities).

18. Recreational Facilities: Modifications to: pool; shuffle board court(s); clubhouse, such as reasonable substitution of equipment, combination of areas, or reduction in the number of items of certain equipment where overall facilities are maintained.
19. Sinks: Failure to provide or maintain in recreational facilities, laundry room areas or clubhouse.
20. Storage Space: Removal or reduction of, unless storage space service is provided for in a specific provision of a lease or other rental agreement, or unless the owner has provided formal storage boxes or bins to the residents within three years of the filing of a resident's complaint alleging an elimination or a reduction in storage space service.
21. Maintenance Staff: Decrease in the number of maintenance staff, provided that there is no decrease in janitorial, landscaping, grounds keeping or other maintenance services.
22. Management: Decrease in the number of staff, other than security, provided there is no decrease in management services (elimination of on-site management office may be considered a reduction or discontinuance of a service upon a case-by-case basis).
23. Windows: Sealed, vented, other than in areas used by residents (e.g., laundry rooms); cracked fire-rated windows; peeling paint or other non-hazardous conditions of exterior window frames.

