# Updated protections for mobile home park residents



#### Residents

- You can respond to landlord communications in English, Spanish, or your preferred language.
- You can ask your landlord for communications in languages other than English or Spanish.
- You can request an interpreter, including American Sign Language, in person or vurtually.

#### Effective June 30, 2024, mobile home park landlords must:

- Provide all required notices, disclosures, and communications in English & Spanish.
- Use clear, easy-tounderstand language in all communications.

### Interpretation & translation

A list of interpretation & translation businesses in Colorado:

- Community Language
   Cooperative
- <u>Colorado Language</u> <u>Connection</u>
- ReachWell
- Syntes Language Group





## Leases & rental agreements

Landlords must provide written rental agreements to potential homeowners before renting a mobile home space.

The rental agreement must be in English, or in both English and Spanish if requested.

Landlords may offer rental agreements in other languages, but it's not required.

#### **Verbal communication**

Residents can ask landlords to read written information aloud in English once.

#### **Landlords must:**

- Read the information aloud to the resident, or
- Provide an audio or video recording of the information

Landlords must do this within 72 hours of the request.

#### Meetings

#### **Landlords must:**

- Provide interpreters at park resident meetings.
- Post meeting notices in English, Spanish, and any language spoken by more than 1 resident.
- Include date, time, and location on notices.
- Arrange interpretation, if requested, at least 7 days before the meeting.
- Work with interpreters on meeting materials
- Pay for translation & interpretation.

#### Landlords

- Landlords must keep records of language requests from homeowners and residents for 12 months after they move out.
- Notices must use at least 12-point font.

It is against the law for a landlord to retaliate against a resident if the resident asks for a communication in another language (see section 38-12-212.5(2)(g), C.R.S.).

Learn more about what counts as retaliation.

# Documents landlords are required to translate:

- The mobile home park or community rules and regulations and any amendments\* to the rules and regulations.
- <u>Notice of Home Owner and Resident Rights</u>. The Division of Housing provides this document in English and Spanish.
- Rent-to-own contracts.\*\*
- Annual accounting information.\*\*
- Results of water quality tests.
- Communications related to <u>payment of relocation costs or a binding offer to purchase</u>
   a mobile home when a landlord is closing part or all of the mobile home park and one
   or more mobile homes are being evicted from the land.
- Requests for signatures accepting or declining the opportunity a group of homeowners has to purchase a park.
- List of items that the landlord provides the seller of a mobile home, which includes the items the landlord will require the home buyer to change or repair to bring the home into compliance with current park rules and regulations.

#### **Notices**

- Rent increases.
- Boil <u>water</u> advisory.\*\*\*
- Water usage and billing.
- Water service disruptions.
- Meetings for residents of the park.
- <u>Sale or closure</u> of part or all of a park.
- Required by law or by a rental agreement.
- Terminate <u>tenancy</u>, including notices to cure or quit and notices of nonpayment of rent.

\*Must be provided at least 60 days before the rule's effective date.

\*\*Must be provided English, or English and Spanish as requested by the purchaser.

\*\*\* Must be provided within 24 hours of the landlord receiving the advisory.

