



Handbook for Manufactured Home Park Residents

HOUSING AND SHELTER



This handbook was created to provide residents with general information about federal and state laws, and Thornton ordinances that may impact living in a manufactured home park in the city of Thornton. This handbook does not interpret or include the entirety of those regulations. **All information in this handbook is subject to change at any time if laws change or new court decisions are made that impact manufactured home parks. This handbook is not intended as a substitute for seeking advice from an attorney or other qualified professional.** Residents looking for assistance with specific issues should contact the agencies listed in the Resources section at the end of this handbook.

DEFINITION

The following terms are referenced throughout this handbook and are based on definitions from the Colorado Mobile Home Park Act at <https://cdola.colorado.gov/office-of-regulatory-oversight/mobile-home-park-oversight-program/mobile-home-park-resources>, Colorado Revised Statutes 38-12-201.5 and the Thornton City Code (“City Code”).

1. “Homeowner” means any person or family owning a manufactured home that is occupying a space in a manufactured home park under a rental agreement.
2. “Landlord” is the property owner. In a manufactured home park this is usually the person or company that owns the land throughout the park and its agents, such as the park management.
3. “Management” or “manager” terms in this handbook refer to the person or company responsible for operating and managing a manufactured home park or an agent, employee, or representative authorized to act on the owner’s behalf in connection with matters relating to tenancy in the park.
4. “Manufactured home,” sometimes referred to as a mobile home, is a single-family home that is defined in Section 18-901 of the Thornton City Code as a factory-assembled structure without permanent foundations and designed to be transported on its own wheels, arriving at the site as a complete dwelling unit. Its purpose is for long-term residential occupancy and contains complete electrical, plumbing, and sanitary facilities. This

home may be installed with or without a permanent foundation.

5. "Manufactured home park" or "park" is defined in the Thornton City Code Section 18-901 as "a unified residential development of manufactured homes...on transient stands arranged on a lot under a single ownership." A park accommodates five or more occupied manufactured homes and operates for the monetary benefit of the owner of the land, or his agents.
6. "Manufactured home site or space" means a piece of land that is located within a manufactured home park, which is designated by the park owner to accommodate one manufactured home, a storage shed, parking area and a yard. The sewer and utility connections are provided on this site by the manufactured home park.
7. "Rent" is any money or other consideration to be paid to the owner or management for the right of use, possession and occupation of the premises.
8. "Rental Agreement" is defined in the Colorado Revised Statutes 38-12-201.5 as "an agreement, written or implied by law, between the management and the home owner establishing the terms and conditions of a tenancy, including reasonable rules and regulations promulgated by the park management. A lease is a rental agreement."
9. "Security Deposit" is defined in the Colorado Revised Statutes 38-12-102 as "an advance or deposit of money, regardless of its denomination, the primary function of which is to secure the performance of a rental agreement for residential premises or any part thereof."
10. "Tenant" is the person leasing a space or a home.
11. "Tenancy" means the rights of a home owner or renter to use a manufactured home space within a park on which to locate, maintain, and live in a manufactured home.
12. "Common Area" is defined in the Thornton City Code Section 18-901 as land and buildings within a residential area, such as a manufactured home park, which is developed for the use and enjoyment of all residents of the area/park, versus land or buildings designated for individual, private use. Common areas include clubhouses, swimming pools, parks, roads, and other features of the park that are designed to be used by all the residents.

MANUFACTURED HOME PARKS IN THORNTON

There are six manufactured home parks located within the city of Thornton.

Park Name and City Ward	Address	Number of Manufactured Home Spaces	Year Established
Friendly Village of the Rockies (1)	2100 W. 100th Ave.	524	1976
The Grove at Alta Ridge (1)	1201 W. Thornton Pkwy.	408	1976
Pine Lakes Ranch (2)	10201 Riverdale Rd. & 4210 and 4211 E. 100th Ave.	766	1973
Redwood Estates (1)	9595 Pecos St.	754	1969
Thornton Mobile Estates (2)	3600 E. 88th Ave.	208	1957
Woodland Hills (1)	1500 W. Thornton Pkwy.	434	1970

Source: City of Thornton Policy Planning Division - Manufactured Home Community Survey

The table above shows the ward in which each manufactured home park is located. Thornton is divided into four wards and each ward has two City Council Members that represent the residents who live within their ward boundaries. Visit gocot.net/council for information about Thornton City Council.

Age Restricted Parks

Thornton Mobile Estates is the only manufactured home park in Thornton currently dedicated to leasing manufactured home spaces and homes to individuals who are 55 years of age or older. This park has received an exemption under the U.S. Department of Housing and Urban Development Housing for Older Persons Act of 1995 (HOPA) to advertise and provide housing for residents who meet the minimum age requirement. To maintain this exemption, 80% of the occupied units must have at least one person living in the home who is 55 years of age or older.

The other manufactured home parks are open to all ages and must follow the Park Act, Section 38-12-210, which states that an owner or his/her agent cannot provide special preference in renting to potential future residents. Manufactured home park owners and managers "shall treat all persons equally in renting or leasing available space." See the Anti-Discrimination Laws section of this handbook for more information.

ORGANIZATION OF A MANUFACTURED HOME PARK

Each Thornton manufactured home park is owned by one or more corporate landowners. The landowner(s) delegates the day-to-day operation and maintenance of the manufactured home park to a property manager or management company. Residents lease a space to place their manufactured home within the park, or may lease a manufactured home in the park.

Homeowners' Association

None of the manufactured home parks in Thornton currently have a homeowners' association (HOA). However, the Colorado Revised Statutes 38-12-206 allows homeowners in a manufactured home park to establish a HOA. The park management shall allow homeowner meetings to happen at a park clubhouse or other common area, as long as the space is available, reserved according to the park rules and the meeting is held at reasonable hours.

LAWS ON TENANT-LANDLORD RIGHTS AND RESPONSIBILITIES

Parks are regulated by the state laws regarding manufactured home parks and rental housing, federal anti-discrimination laws, and the Thornton City Code. Manufactured home park owners, management, homeowners and residents are expected to follow these regulations.

Colorado Mobile Home Park Act

Article 12 of Title 38 of the Colorado Revised Statutes, which includes the Colorado Mobile Home Park Act, protects tenants that are paying rent and abiding by the rules, codes, and laws. These laws apply to anybody who rents housing or manufactured home spaces. The section of these state laws that only relates to manufactured home parks is called the Colorado Mobile Home Park Act ("Park Act") and can be found at Colorado Revised Statutes 38-12-200.1 through 220.

Lease or Rental Agreement

According to the Park Act, a written lease or rental agreement is required before someone can begin renting a space in a manufactured home park. A rental agreement or lease is an agreement between the landlord and tenant and is signed by both the landlord and the tenant (see Definitions). In the case of manufactured home parks, the landlord is the park owner and the homeowner is considered the tenant. This rental agreement allows the tenant to use the landlord's property for a defined period of time in exchange for rent. The agreement includes the terms and conditions of renting and living in the park. See Section 38-12-202 of the Park Act.

The rental agreement terms and conditions "must be adequately disclosed in writing....by the management to any prospective home owner prior to the rental or occupancy of a mobile home space," according to Section 38-12-213 of the Park Act. The terms and conditions of the rental agreement include the following:

- The lease term and the amount of rent;
- The day rental payment is due and payable;
- The day when unpaid rent shall be considered in default;
- The rules and regulations of the park then in effect;
- The name and mailing address where a manager's decision can be appealed; and
- All charges to the home owner other than rent.

Changes to a Lease or Rental Agreement

The lease/rental agreement terms and conditions may be changed if the landlord and tenant agree to make changes. New terms and conditions still must be placed in a written document, according to the Park Act.

Changes to Rent

The Park Act (Section 38-12-204) states that the land owner or park management must provide the tenant with a written notice 60 days before any rent increases. The written notice will include:

- The amount of the rent increase;
- The date the tenant must start paying the new rent amount;
- The name, address and telephone number of the park's representative, or its chief executive officer. This information is provided so the renter can ask questions or discuss the rent adjustment with the persons responsible for the change.

Security Deposit

Section 38-12-207 of the Park Act states that the owner or manager of a park may charge a security deposit of not greater than the amount of one month's rent for single-wide units or two month's rent for multi-wide units. A security deposit is money given prior to renting a home or space that is held to ensure the renter follows the conditions in the rental agreement (see Definitions). Violations of the conditions in the rental agreement may be cause to allow the landlord to keep the security deposit. Rental agreement violations include, but are not limited to, non-payment of rent; abandonment of the space or home; non-payment of utility charges; repair work necessary due to negligence, carelessness, accident, or abuse of the space, home or common property; or cleaning of the property.

According to the Park Act, when a tenant leaves a rental space, the landlord has 30 days (unless stipulated differently in the rental agreement) to return the security deposit or give a written explanation of why all or a portion of the security deposit is not being returned. If repair work is needed, the landlord must send a written list of damages to the tenant that describes the cost for repairs. If the repair cost is less than the security deposit amount, any remaining security deposit shall be returned to the renter. The landlord is complying with law if he/she mails the security deposit and/or written list of expenses to the last known address provided by the tenant.

The Park Act, Section 38-12-103 states that the security deposit cannot be kept to cover normal wear and tear on a property. Normal wear and tear is the gradual and natural deterioration of items due to everyday use and age. It occurs as a result of using the rental property as it is intended. According to Section 38-12-102 of the Park Act, normal wear and tear does not include damage from "negligence, carelessness, accident, or abuse of the premises by the tenant, members of his/her household or the tenant's guests."

Lease or Rental Agreement Termination

The term of a rental agreement is stated on the rental agreement and is set and agreed upon by the landlord and the tenant. The landlord and tenant can renew a rental agreement at the end of the term or the tenant can voluntarily move from the park at the end of the lease term.

The landlord can end a rental agreement and evict a tenant from the space before the expiration date only if certain situations identified in Section 38-12-203 of the Park Act exist:

- Tenant does not pay the rent;
- Tenant or guests violate the manufactured home park rules or regulations;
- Tenant or guests engage in illegal activity;
- Tenant makes false statements on a rental application;
- Tenant or guests do not follow or comply with local laws; or
- If the manufactured home park is condemned or closed.

The Park Act, Section 38-12-205, states that the landlord cannot terminate a rental agreement just to make space for a different tenant.

Nonpayment of Rent

If the tenant does not pay rent by or on the day it is due (due date is listed in the rental agreement), the landowner or management of the park must provide the tenant with a time period of at least ten days to pay the rent, according to the Park Act Section 38-12-204. This time period or the last day of the time period will be listed (as the default date) in the rental agreement. The park management may or may not send the tenant a reminder of the extended due date. Either way, if the rent is still not paid by the extended due date, the landowner can start what is legally called a “forcible entry and detainer” action, commonly known as an eviction, against a tenant through a court process. According to 38-12-204.3, if the judge rules in favor of the landlord of the manufactured home park, the home owner will have at least 48 hours from the time of the ruling to remove the manufactured home and/or vacate the space. In the case of non-payment of rent, the home owner may request to have more than 48-hours, but not more than thirty days from the date of the ruling. If an extension of time is granted, the home owner must prepay an amount equal to any total amount declared by the court to be due to the landlord, as well as a pro rata share of rent for each day beyond the court’s ruling that the resident will remain on the premises. All pre-payments must be paid by certified check, cashier’s check, or wire transfer to the landlord no later than 48-hours after the court ruling.

What if the Home is in Foreclosure?

Persons struggling with not being able to make regular mortgage payments, or renting and living in a home that may be in the foreclosure process, can contact the Colorado Foreclosure Hotline. This hotline was established by the Colorado Division of Housing to operate as a central point of contact for homeowners in danger of foreclosure and renters who are caught in a

foreclosure situation. Residents that contact the hotline are referred to local agencies that have professionally trained housing counselors who will gather information about their situation and provide advice. Both the hotline and the time talking to a housing counselor are free. The Colorado Foreclosure Hotline number is 1-877-601-HOPE (4673).

FEDERAL AND STATE ANTI-DISCRIMINATION LAWS

The U.S. Fair Housing Act states that it is illegal to discriminate against any person because of their race, color, religion, sex, handicap, familial status (children under the age of 18 living with parents or legal custodians, pregnant women, and people gaining custody of children under the age of 18), or national origin for the following activities:

- Sale or rental of housing or residential manufactured home spaces;
- Advertising the sale or rental of housing;
- Financing of housing (including mortgage loans);
- Provision of real estate brokerage services; or
- Appraisal of housing.

Also, Colorado law, Title 24, Article 34, Part 5, states that it is illegal to “discriminate against any person because of disability, race, creed, color, sex, sexual orientation, marital status, familial status, religion, national origin, or ancestry in the terms, conditions, or privileges pertaining to any housing.” Therefore, a landlord cannot refuse to rent a home or space because of these characteristics nor can he/she negotiate different terms, conditions or privileges for someone based on him/her having any of the characteristics mentioned. However, certain properties may refuse families with children if those properties have received an exemption under the U.S. Department of Housing and Urban Development Housing for Older Persons Act of 1995 (HOPA) and continues to meet the federal and state standards. Thornton Mobile Estates is the only manufactured home park in Thornton that has received a HOPA exemption.

Also, the Fair Housing Act protects the rights of people with disabilities to live in and fully use a home, whether the person rents or owns the home. To fully use a home, a person with a disability might need to make modifications to the home to allow him/her to perform daily tasks; be safe in their home; or leave a home or property during an emergency. Persons with disabilities must be allowed to make reasonable modifications to a home or land at their own expense, if that modification is necessary to give the person with a disability “full enjoyment of the premises.”

Persons with a disability who need to make modifications to a home, or those who believe they have been discriminated against, should contact the Colorado Civil Rights Division at 1-800-262-4845. This state agency can explain what constitutes a reasonable request; guide one through the process to request an accommodation; and will investigate any actions that may be an unfair practice in housing.

MAINTENANCE AND REPAIR REGULATIONS

Maintenance is the regular care of items to keep them in good condition. Repairs are made to fix something that is broken. For some things, the resident is responsible for the maintenance and/or repairs, and the maintenance or repair of other items are the responsibility of the park owner.

If you are unable to repair what is broken in your home, you may be eligible for the city of Thornton's Help for Homes Program. This program is able to assist low-income Thornton home owners with minor, non-emergency home repairs. Eligible repairs include accessibility modifications, plumbing repairs, electrical repairs, energy efficiency upgrades, fixing exterior code violations, hazardous tree removal, and more. Contact Community Connections at 720-977-5800 or Connections@ThorntonCO.gov to see if you are eligible.

Manufactured Park Owner Responsibilities

According to the Park Act Section 38-12-212.3, the maintenance responsibilities of the manufactured home park owner include the maintenance and repair of:

- Sewer lines, utility service lines, or related connections owned and provided by the park owner to the utility pedestal at the manufactured home space in the park;
- Accessory buildings or structures owned by the park owner and provided for the use of the residents; and
- The home park common property, which is defined in Section 38-12-201.5 of the Park Act to include the existing facilities, such as a club house or swimming pool, the items within these facilities, and the grounds. The grounds include the landscaping, sidewalks, and streets within the park property. As such, the landowner or its agents are responsible for maintaining, repairing and removing snow and ice from the roads or sidewalks on the park property.

The Park Act Section 38-12-212.3 states that "any landlord that fails to maintain" the items above "shall be responsible for and pay the cost of repairing any damage to a (manufactured) home which results from such failure," as long as the failure was not the result of damage done by a resident or resident's guest.

Section 18-232 of the Thornton City code reinforces this responsibility, specifying that the home park property owner will ensure the club house, swimming pool and recreational vehicle storage area are operational and available to the residents. This section also requires the manufactured home park owners to maintain existing parking areas, driveways, roadways, sidewalks inside the park so there is not an imminent threat to public safety. That includes the park owner/manager removing snow, sleet, ice or other obstructions from sidewalks and legally established accessible parking spaces within 24 hours of the last accumulation of snow.

Water Service Repair

If the water service is disrupted for a scheduled repair or regular maintenance, the Park Act Section 38-12-212.3(1)(c) requires the park owner or its agents to "give a minimum of two days' notice" to the homeowners. If water service

is to be disrupted for any other reason, the landlord must attempt to give a reasonable amount of notice to homeowners, “unless conditions are such that providing notice would otherwise result in property damage, health or safety concerns or when conditions require emergency repair.”

Emergency repairs are those needed very quickly to protect lives or property from serious harm. In these cases, residents may be notified by the management or companies that can assist with the emergency, such as the fire department, health department, or utility company. If the resident notices an emergency situation, he/she should contact the appropriate person, company, or agency for help.

If the tenant notices a problem in the park and requests a repair, the Colorado Landlord Tenant laws require that the property owner or manager to provide a prompt answer to a written request for repairs. However, an owner or manger is not required to fix a requested repair or fix a problem within a certain timeframe simply because of a request.

Resident Property Maintenance Responsibilities

The Park Act Section 38-12-214 requires the park management to adopt written rules and regulations concerning the use and occupancy of the manufactured park premises and provide them to the residents. Rules and regulations may be written in the rental agreement or in a separate document. If there is a separate document, the rental agreement should identify the document with the rules and regulations. The purpose of the rules and regulations is to “promote the convenience, safety, or welfare of the homeowners; protect and preserve the premises from abusive use; or make a fair distribution of services” for the residents. These rules and regulations will identify what the homeowner/resident is responsible for maintaining or keeping clean. Homeowners and renters are required to comply with these rules and regulations, as with all terms of the rental agreement. Residents can get a copy of the rules and regulations from the management.

Residents in manufactured home parks must also comply with the city of Thornton property maintenance codes that relate to junk, litter and storage, manufactured home space numbers, skirting on the home, general home site maintenance and graffiti on manufactured homes and vehicles. The city of Thornton has developed a Manufactured Home Park flyer to help manufactured home residents understand what City Codes apply to them. Residents can request a free copy of the flyer by calling Community Connections at 720-977-5800 or emailing Connections@ThorntonCO.gov. Code officers regularly make inspections throughout all Thornton neighborhoods to inspect for violations listed on the flyer. The city of Thornton only enforces City Codes, not manufactured home park rules or regulations.

Repairs or Improvements that Require Permits

Homeowners may need a permit to repair or improve his/her manufactured home, depending on the type of work. This is true for projects that are outside or inside of the home and for items such as installing a water heater or furnace. To learn about required building permits, visit the city of Thornton website at ThorntonCO.gov and type “Building” in the search box. You can also contact the city of Thornton Building Inspection Division at 303-538-7250 or email

Buildings@ThorntonCO.gov.

The park may also have restrictions or standards when making repairs or modifying the space, such as installing decks and landscaping. Check with the park management for requirements.

MOBILE HOME PARK OVERSIGHT PROGRAM

This program allows both tenants and landlords to file a complaint if your rights are being violated. This program is not administered by the city of Thornton and the information outlined in the above sections and the examples listed below are not intended to be a comprehensive list of all your rights. To view a complete list of your rights and responsibilities visit: <https://cdola.colorado.gov/mobile-home-park-oversight> or call 1-833-924-1147 (toll free) or email MHPOP@state.co.us.

Your Tenant Rights:

- You are entitled to a written lease/rental agreement. This agreement does not need to be renewed. Any charges to the homeowner must be included in the lease.
- 60-day notice of an increase in rent.
- You are entitled to running water and reasonable amounts of water at all times unless it is unavailable for reasons outside the landlords control
- You are entitled to a 2-day notice if water service will be interrupted for planned maintenance (does not include emergencies).
- 10-day written notice delivered by mail before the owner sells the park.
- 6 months (180 days) written notice delivered by mail before the landlord changes the use of the park that would result in an eviction.
- Right to a peaceful enjoyment of your home and lot, free from harassment and abuse.

What Can I Do If These Rights Are Being Violated?

Beginning on May 1, 2020 you are able to file a complaint with the Division of Housing for a violation of the Mobile Home Park Act. The division will investigate the alleged violation with required cooperation from both the landlord and the tenant. If the division of housing cannot mediate an agreement between the two parties, the division will decide whether or not a violation occurred, and may impose monetary penalties or require parties to take action. Either party may appeal the division's decision.

The form to file a complaint for the Mobile Home Park Dispute Resolution and Enforcement Program are available on the Division of Housing's website in English and in Spanish: <https://cdola.colorado.gov/mobile-home-park-dispute-resolution>

If you have questions about how to file a complaint or are unsure if a violation has occurred feel free to contact Community Connections at Connections@ThorntonCO.gov or 720-977-5800 to ask questions.

COMMON QUESTIONS

What if the Park is Sold to a New Owner?

According to the Park Act section 38-12-217, a park owner must notify homeowners of his or her intent to sell the park “at least ten days before the scheduled change in ownership.” Notice must be in writing and mailed to each homeowner at the address shown on the rental agreement. This notice is not required if the transfer happens between family members or business partners.

Homeowners and individuals renting manufactured homes in the park continue to follow the conditions in their lease until the new owner renews the lease or provides notice of other plans. The new park owner may change the rent, lease terms, and other conditions at the end of the lease term.

If a new park owner chooses to convert the manufactured home park to another use, such as apartments, houses, commercial office space, retail space, or other uses, the new owner must request the city change the zoning for the property. This process can take many months and requires approval by City Council. Before Thornton City Council will consider a zoning change, the city requires the park owner to notify the public of this potential change and hold a neighborhood meeting at least two weeks before the public hearing at the City Council meeting. Residents in the manufactured home park, as well as neighborhoods surrounding the park, will have the opportunity to comment on the proposed zoning change at the neighborhood meeting. People may also attend the public hearing to listen or state their opinion. If Thornton approves the zoning change and residents must move from the manufactured home park, the new park owner is required to give the residents a “notice of intent to evict” at least six months prior to the date the park will be closed.

If an age restricted park is sold, the new park owner is not required to keep the age restriction. The owner can choose to rent manufactured home spaces or homes to all ages. However, the new park owner cannot evict any current resident or require that the resident move after their lease is up to accommodate individuals under the age of 55.

What if I Want to Move My Manufactured Home?

Moving a manufactured home from one state to another state or from one city to another city requires permission from the authorities that have jurisdiction in the area. The homeowner is responsible to obtain the permission or permits needed for transporting and setting up the home.

Permissions

Contact the Colorado Division of Housing for information on transporting a manufactured home in or within the state. See Resources section for contact information.

To find out about state laws covering transportation of manufactured homes outside of Colorado, contact the appropriate state administrative agency. A directory of state administrative agencies is available at mobilehome.net/stateagencies.htm.

Transporting the Home

Depending on the weight, size, height, width, or length of the manufactured home being moved into, out of, or within Thornton, a special traffic control permit may be needed. To find out about traffic control permits, contact the City of Thornton Traffic Engineering & Operations Division at 720-977-6490. To obtain a traffic control permit online visit gocot.net/permits.

The manufactured homeowner shall be responsible for any damages to the streets, sidewalks, or other public areas or structures within the city that may be caused when moving the manufactured housing structure.

Set up of a New Home in Thornton

All new manufactured housing structures shall be certified as meeting the Mobile Home Construction and Safety Standards of HUD, and shall be inspected by a city building official and found to be in good condition before the structure enters the city. In the city of Thornton, the manufactured homeowner or other authorized person should contact the Thornton Building Inspection Division to make an appointment for an inspection and discuss the set-up of a manufactured home. Contact information for the Building Inspection Division is in the Resources section of this handbook.

RESOURCES

These agencies offer services to residents to help them understand their rights as a homeowner or tenant, and/or answer questions about specific situations.

City of Thornton Building Inspection Division: 303-538-7250

9500 Civic Center Dr., Thornton

Website: ThorntonCO.gov

Email: Buildings@ThorntonCO.gov

Business Hours: 8 a.m. to 5 p.m., Monday through Friday

Colorado Bar Association: 303-860-1115, press 2

1900 Grant St., 9th Floor, Denver

Website: cobar.org

The Appellate Pro Bono Program of the Colorado Bar Association provides attorneys pro bono to represent impoverished individuals in civil cases pending before the Colorado Court of Appeals and the Colorado Supreme Court. This program applies only to civil cases. It does not apply to unemployment, prison discipline, or criminal cases.

Colorado Civil Rights Division: 303-894-2997.

For hearing impaired call 711

1560 Broadway St., Suite #1050, Denver

Website: colorado.gov/pacific/dora/civil-rights/housing-discrimination

This agency works to protect individuals from discrimination at their work, in pursuit of housing, or while living in a home and at public facilities.

Colorado Foreclosure Hotline: 1-877-601-HOPE (4673)

Website: coloradoforeclosurehotline.org

This free hotline can assist people who are concerned about or struggling with not being able to make regular mortgage payments, or tenants living in homes that are in the foreclosure process. Assistance is available in both English and Spanish.

Colorado Legal Services (CLS): 303-837-1321

1905 Sherman St., Suite #400, Denver

Website: coloradolegalservices.org

CLS offers self-help legal information for civil legal matters, a list of legal clinics, and other referral information for low-income residents.

Colorado Department of Local Affairs – Renter’s Guide

Website: colorado.gov/pacific/sites/default/files/CCT_Renters_Guide.pdf

Colorado Apartment Association:

Website: caahq.org/clientuploads/Colorado_Renters_Guide.pdf

Download Renter’s Right and Responsibilities Guide

Information on tenants’ rights, and what to look for when renting an apartment.

Colorado Division of Housing: 303-864-7810

1313 Sherman St., Room #500, Denver

Website: <https://cdola.colorado.gov/housing>

Colorado Division of Housing (DOH) supports licenses and regulates manufactured homes. This includes registering and certifying manufacturers, dealers, and installation professionals on a state-wide basis. The Housing Technology and Standards Section of the Colorado Division of Housing (303-864-7836) is the designated state administrative agency for HUD and will accept comments or complaints concerning HUD manufactured housing located in Colorado.

Denver Metro Fair Housing Center: 720-279-4291

3280 N Downing St., Suite B, Denver

Website: dmfhc.org

The Denver Metro Fair Housing Center provides information and assistance to individuals who have may have experienced or have questions about housing discrimination. You can speak with one of their housing specialists by calling their main phone number.

NOLO

Website: nolo.com

The Nolo Network (a library) has consumer-friendly legal information available for free.

U.S. Department of Housing and Urban Development Programs:

HUD Housing Counseling Clearinghouse: 1-800-569-4287

Website: hud.gov/offices/hsg/sfh/hcc/hcs.cfm

HUD's Housing Counseling Clearinghouse operates a toll-free 24-hour-a-day automated voice response system that provides referrals to housing counseling agencies. The agencies are located throughout the state of Colorado and can provide tips on buying a home, renting a home, default, foreclosures, and credit issues. Information is available in Spanish and English.

HUD Office of Manufactured Housing Programs: 1-800-927-2891

451 Seventh Street, SW, Room 9164, Washington, DC 20410

Website: http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/rmra/mhs/mhshome

The Manufactured Housing Program is a national program established to protect the health and safety of the owners of manufactured homes through the enforcement of the federal manufactured home construction and safety standards and administration of dispute resolution.

HUD Office of Fair Housing and Equal Opportunity:

1-800-877-7353

For hearing impaired TTY service contact 1-800-927-9275

Denver Office: 1670 Broadway, 25th Floor, Denver, 303- 672-5440

Website: hud.gov

The Office of Fair Housing and Equal Opportunity investigates housing discrimination issues and concerns. To ask questions about discrimination, contact this office or the Colorado Civil Rights Division. HUD also has a national hotline: 1-800-669-9777.



City of Thornton
Community Connections
gocot.net/connections

720-977-5800