

To whom it may concern,

I have lived in Heidi Manor for over twenty years. I raised my son here. This has been a good place to live. I was happy with the management here until IPG purchased this park.

After IPG took over ownership of the park, there was a substantial increase in rent. I recall other tenants mentioning their shock at the space rent increase, some distraught, wondering if they would be able to remain in their long-time homes, as they were on a fixed budget. I also felt the pinch of the financial belt tightening, as, due to health conditions, my ability to work full time has been affected.

As it turns out, IPG had a solution. The solution IPG offered was a twenty-four page lease to sign, which, if the tenant acquiesced and signed the new lease (obviously written by attorneys biased to the landlord's gain), the tenant would be offered a lower monthly space rent rate.

Should a tenant not wish to sign the new lease, the tenant would be penalized financially by being forced to accept the higher rate of rent from that period forward.

Also, it was explained to me verbally by the new management, the future rent increases for those that refused to sign the lease could also be larger than the rent increases than for those that signed the lease.

The manager offered to explain the IPG lease, as well as answer any questions I might have. I declined his offer. I also believe he stated I could sign it right then, and be guaranteed the lower space rent amount. I said I needed to talk to my family about this. He asked when I would be signing it. I didn't know if or when I would sign it at that time.

Reading this lease, being twenty-four pages and written in legalese, was very daunting to approach to say the least. I have training in working with this type of contract, and even I did not like the unpleasant thought of trying to decipher this extensive document written in legal jargon. After reading, and re-reading the lease (to be sure I understood) I decided I saw nothing in the lease to protect me, the tenant. As anticipated, this lease is written to the sole advantage of IPG. I concluded signing the lease was of zero benefit to me, and could in fact work against me in the future.

Of course, what a decision to make; I felt like I was "over a barrel", so to speak; having to decide between signing a lease that held no benefit, (only tighter restrictions and harsher consequences for me), or the choice to pay higher space rent from that point forward. Pick your poison! I decided to maintain the rental agreement I already held and take the punitive punishment of higher monthly space rent every month from that time on.

I also feel the need to mention, I felt very uncomfortable with how many times the manager approached me inquiring when I would sign the lease. While I was taking the time to read the lengthy lease, then taking time to call and talk it over with family, (who left it to me to make the ultimate decision), and then having to wrestle with deciding which was worse, more unaffordable rent for the foreseeable future, or being held to a lease of no benefit to me, the tenant. During this time the manager asked me several more times when I intended to sign the lease. It began to feel like a high-pressure sales tactic. I wondered if there was some sort of incentive for the manager to get as many leases signed as possible.

On one of these occasions the manager mentioned to me that should I be inclined to sell my home, if I signed the lease, the rents would remain the same for the purchaser of my mobile home, vs. the rents going up to an even higher rate for new homeowners. I was recently informed that new purchasers of homes in this park are paying even higher space rents (to the tune of \$150 more) than the tenants current space rent. EVEN for purchasers of home that had tenants that HAD signed the lease. I, along with many others, had been lied to about the space rent new owners would pay if the current tenants had signed the lease.

On another note, the large increase in space rents for a new purchaser decreases the value of our homes, whether or not we signed the lease. It seems the home owners are being victimized by IPG on every front.

I remember the last time the manager badgered me about signing the lease, he was walking by and had caught me while I was busy in the front area of my home. I dreaded seeing him as I don't like being badgered. (who does?!) He stood at the end of the driveway and once again asked when I intended to sign the lease. I replied something to the nature of I wasn't sure if I would...This next part I remember clearly, he said, "Well I could evict you" I recall doing a double-take. And then hearing him laugh, as I watched him turn and walk on.

I didn't find this funny or amusing in any way, shape, or form. This is the only home I have. Having my only source of shelter threatened was quite disconcerting. This left me wondering; is there any way he can have me evicted? What have I done wrong? (nothing!) Is there any way they could evict me, legally? Or illegally?? This was unnerving!

I believe that IPG employs the manipulation tactic of creating a need; in this case, by raising rents exorbitantly and creating the need for lower rents, (knowing many in this park are already financially vulnerable). Followed by offering to fill the need; ie- let us help you.. if you sign this 24-page lease, your rents will be lower. Failing to mention the aspects of the lease detrimental to the tenants that sign, as well as lying to tenants regarding the lease, and then utilizing harassment, including scare tactics, to get those resistant to signing, to fall in line.

I ask you this; Is it right or legal that rents be increased significantly, only then to offer financially vulnerable tenants a reprieve from this if a tenant agrees to sign a lease containing verbiage that has zero benefit, and is possibly even detrimental to the tenant?

Furthermore; what of the many seniors in the park? In my location in the park, I am surrounded on three sides by sr. citizens. Is it expected that all in this park understand legalese as a second language or have the resources to seek out legal guidance to decipher the twenty-four pages of legalese in this lease? How about the manager offering to "help" the tenants understand the lease, (offering lies and deceit) and then harassing the tenants to sign the lease? Is this not elder abuse?

I urge you to please please take a stand for the community members being victimized by IPG.

Thank you for taking the time to consider my story and concerns.

In appreciation,