

March 11, 2021

To Whom It May Concern,

My elderly dad and I moved in 2012 into our forever home in Heidi Manor from Smith Farm Estates in Sherwood because he was afraid the owner would sell to a large corporation. Well, Smith Farm Estates is still owned by the same owner while Heidi Manor was sold to a large corporation, IPG. Everything he wanted us to avoid has resulted, such as:

- Rent increased the first year from our regular \$15/month to \$50/month. Rent increases are now \$18 with a lease and \$25 without a lease.
- The tenants' opportunity to purchase the park in ten days was too short. We made an offer, but did not receive any opportunity to counter-offer. We understand IPG increased their offer to at least \$1,000,000 more to avoid any bidding war.
- The new manager urgently promoted 10, 15 and 20-year leases just before a rent increase the following year. In writing and verbally, he stated that the leases were breakable and easily transferrable to the next tenant. He also that he could provide 50-cent words instead of \$2 words to explain the leases. Later the manager stated that he lied about the leases being breakable and transferrable as they are not. No one was given the opportunity to review the lease ahead of signing until one tenant demanded it. An attorney reviewing the lease stated that it wasn't worth the paper it was written on. The lease is a global IPG lease that covers for manufactured homes and apartment buildings. There are many sections that do not apply to manufactured homes. There were also three different leases used in the park during this time. A tenant signing one of these leases gives away every right the corporation could envision.
- New tenants have faced an increase in two years from \$425 to at present \$675 plus a \$500 deposit while current tenants (without a lease) currently pay \$505 with another rent increase on June 1, 2021 to \$530. Several offers to purchase homes fell through because of the drastic increase in rent due to the lies from management about the lease being transferrable. This makes selling our homes more difficult. Affordable housing in McMinnville is already at a premium and by raising rents so high, it negates the manufactured home. Heidi Manor has the highest rents in the city of McMinnville, and there are no amenities such as additional parking, clubhouse, RV parking, or children's play area.
- The new manager came on strong in the beginning demanding many changes/updates to tenant properties within a very short time to complete. Many of those tenants were elderly and on a limited fixed income. They were terrified of the consequences of not being able to afford the updates and receiving eviction notices. Thankfully kind neighbors came to their rescue. Now the rules and regulations are not enforced even when things are pointed out. In fact if you are the manager's neighbor, you have special privileges such as allowing dilapidated trailers parked in driveways and on the street in a congested area opposite the park mailboxes. All trailers in the park are taboo. The excuse is that occasionally the tenant uses the trailer for park business.
- Office hours are inconsistent even though they are posted. Emails go unanswered. Telephone calls are unanswered while voice mail is full. After many letters and meetings between management and the tenant's association, a ramp up to the office was installed a few months ago enabling wheelchair accessibility.
- A portion of the park should be rated uninhabitable due to tree rats drawn to garbage and debris in homes, carports, and yards. Management asked the Heidi Manor tenant association to keep quiet about the rats.
- Heavy rain floods certain streets in the park where school buses will not allow children off at their regular stop. Flood water has been seen flowing through a car. Management first blamed it on the previous management and then on an electrical panel. It still floods frequently in one area.
- Management calls our park "NOT a Home & Gardens Park".

These House Bills will protect the tenants of manufactured home parks from such injustices. By the way, Daddy suddenly passed two years ago yesterday.