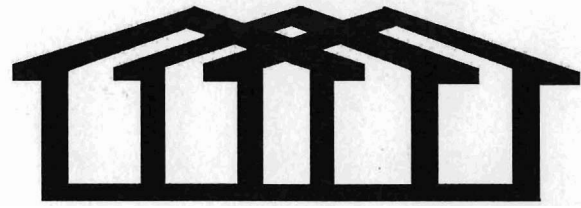


NEW HAMPSHIRE



**Manufactured Housing
Association**

Introduction to MCAP

The NH Manufactured Housing Association is proud to sponsor the Manufactured Housing Consumer Action Program, "MCAP". This program is administered in cooperation with the Mobile Home Owners and Tenants Association, "MOTA". MCAP will provide a forum for the resolution of rental increase issues through the use of professional mediators. MCAP's goal is to reach a mutually satisfactory resolution between the residents and the community owner.

Concord, NH 03302

PO Box 451

Manufactured Housing Consumer Action Program

**New Hampshire
Manufactured
Housing
Association**

MCAP

Manufactured Housing
Consumer Action Program

MCAP
PO Box 451
Concord, NH 03302
(603) 629-9369

MANUFACTURED HOUSING CONSUMER ACTION PROGRAM "MCAP"

MCAP EXPLANATION

MCAP is available to assist residents of manufactured housing communities in resolving concerns relative to proposed rent increases in manufactured housing communities through mediation between the residents and the community owner. MCAP will provide a professional mediator, paid for by the NH Manufactured Housing Association (NHMHA), who will review the matter and attempt to work out a resolution of the issues. Mediation will take place over the course of one half day. If necessary and both parties agree, the mediation session can be extended.

Residents will choose 1 or 2 community residents to represent them in the mediation. Community owners will also have 1 or 2 people represent them in mediation. Preferably, neither side will enter into mediation with representation by professionals (attorneys, accountants, etc.)

A decision will be made promptly and we anticipate that members of the industry will comply with the MCAP decision. If either party is not satisfied with the results, they may pursue alternate remedies. The MCAP program is free and parties will participate without the need for an attorney. The entire process is unbiased and fair.

MCAP WHY

The NHMHA has established the MCAP program because it wants to be more responsive to the residents of its communities. The MCAP program will not judge who is right or wrong in a particular instance; but instead be fair and impartial to all parties to resolve rent issues.

NHMHA has heard the concerns of residents from manufactured housing communities and has established MCAP to attempt to resolve these concerns. NHMHA believes it is in the interest of residents and community owners to have harmony and mutual agreement.

We hope with clear, consistent, and open communication that the concerns which have been expressed by residents will be resolved by MCAP.

MCAP's primary objective is to establish a forum in which residents and community owners may air their concerns, be treated with dignity and respect, and receive fair and equitable treatment and results.

MCAP HOW

The first step is to address any proposed rent increase directly with the community owner or manager. If you are unable to reach a mutually satisfactory resolution, write to MCAP at MCAP P.O. Box 451, Concord, New Hampshire 03302 or call (603) 629-9369. Requests for mediation must be received within 30 days of the date of the notice of the rent increase.

In order to qualify for the MCAP program, at least fifty one percent (51%) of the residents must have a concern regarding a rental increase which is at least \$15.00 per month (over a 12 month period) above the existing rate.

All requests must be in writing. (Remember there are laws which prohibit retaliation should you be concerned that the community owner might be upset by your request to MCAP.) Please send your written request, along with any copies of documents, letters or other related information, which you believe to be helpful and mail to MCAP.

Mail Inquiries To: MCAP
PO. Box 451
Concord, NH 03302
Or Call: MCAP at (603) - 629-9369