

## **Mobile Home Park Complaint Program**

To submit a complaint, you must use the state's form. You can get the form at [www.colorado.gov/dola/mobile-home-park-oversight](http://www.colorado.gov/dola/mobile-home-park-oversight) or by calling 1-833-924-1147. The state agency that handles the complaint program is the Colorado Department of Local Affairs (DOLA).

To submit a complaint, you must own your mobile home. Renters cannot file complaints themselves. They can file a complaint if the mobile homeowner agrees.

It helps the state agency if you provide backup information. Some examples of backup information you could include with your complaint are: photographs, audio or video recordings, a copy of your lease, or letters from other witnesses.

Fill out all sections of the complaint form.

If you have questions about the form, call DOLA at 1-833-924-1147.

Your park owner cannot retaliate against you for filing a complaint. If you think the park owner has retaliated against you, you should contact DOLA.

- You recently filed a complaint against your park owner because water pipes in the park burst. A few days later, you find a note on your door saying your rent has been increased. At the bottom of the note, your park owner has threatened to evict you if you make any other complaints.
  - **File a complaint. Your park owner is retaliating against you for filing a complaint.**

- Two years ago, your park owner locked all the doors to community room and the laundry room because not enough home owners were paying their rent on time. The park owner kept the community buildings locked for over a month.
  - **File a complaint. There is no time limit on complaints.**
  - **Even though the park owner's bad act happened two years ago, you can still file a complaint. If you have photos or other backup information from when the community buildings were locked, include those with your complaint.**

- Your park owner has always allowed each home owner to have up to two pets. You currently have one dog at home. One day, you find a stray dog on your way from work and you bring it home. Your neighbor has three cats. A few days after rescuing the stray dog, your park owner puts a note on your door saying you need to get rid of the rescue dog. Your neighbor with 3 cats has never gotten a note like that.
  - **You should file a complaint. Before you do, you should try to speak with your park owner and see if you can solve the problem.**

- Your neighbor knocks on your door several times a day, often just to chat. Your neighbor is over so frequently you feel as if you cannot peacefully enjoy your home.
  - **Do not file a complaint. Work out this problem by speaking with your neighbor.**
- You parked your car outside of your mobile home. The next morning, you wake up to find your car has been stolen.
  - **Do not file a complaint. Call the police instead.**