

Issue Resolution Guidebook

For Manufactured Housing Community
Residents in Maine



This guidebook was created by the Maine Office of Community Affairs as a resource for manufactured housing community residents to understand their rights and responsibilities as tenants, and to determine which state and local agencies can help to resolve common issues.

Table of Contents

Click any title to navigate to the related section



Introduction	3
Your First Step	4
MHP Resolution Process	4
Who Can Help?	5
Rights and Responsibilities	6
Water Systems	7
Oil Supply Tanks	8
Septic Systems	9
Petroleum Gas (Propane) Cylinders	10
Electrical Service	11
Fire Safety	12
Community Streets.....	13
Nuisances & Hazards	14
Landlord-Tenant Issues	15 - 16
State Agencies	17
Laws & Rules	18 - 19
Links	20 - 21

Introduction

The Maine Office of Community Affairs (MOCA) & The Manufactured Housing Program (MHP)



The Maine Office of Community Affairs (MOCA)

This resource was created by the Maine Office of Community Affairs, a state government office that brings together partners across state government and beyond to coordinate funding and technical assistance resources for communities.

Manufactured Housing Program (MHP)

The Manufactured Housing Program (MHP) is a program within the Maine Office of Community Affairs (MOCA) that regulates manufactured housing to ensure that communities and structures are safe from hazardous defects, constructed and installed properly, and that communities are generally safe and sanitary. When standards are not met, MHP conducts investigations and may order remediation or revoke licenses. MHP also provides referrals and technical assistance for community owners and residents in support of Maine's housing goals.

Contact MHP - 207-287-6622 / manuhousing@maine.gov

Your First Step

To Resolve a Community Issue



Communicate with your community owner or manager to make sure that they are aware of the issue.

- Report the issue to your community owner or manager in writing, describing the problem clearly.
- Keep copies of emails, letters, photographs, and repair requests.
- Allow 3-5 business days for a response.
- If the issue is not resolved, use this guide to determine which outside agency can help.

MHP Resolution Process

Manufactured Housing Program

1. Attempt to resolve the issue with your community owner following the instructions above.
2. Call or email MHP to discuss the issue at 207-287-6622 or manuhousing@maine.gov.
3. File a formal complaint, if advised, by emailing the form below to manuhousing@maine.gov.

[MHP Complaint Form](#)



Who Can Help?

A summary - for complete information, consult the remainder of this guide



Issue	Who Can Help
Private Water Systems	Manufactured Housing Program
Community Water Systems	Maine Drinking Water Program (207) 287-2070
Oil Supply Tanks	Maine Fuel Board (207) 624-8627
Septic Systems	Local Plumbing Inspector
Propane Cylinders	Maine Fuel Board (207) 624-8627
Electrical Service	Manufactured Housing Program
Fire Safety	Manufactured Housing Program
Community Streets	Manufactured Housing Program
Hazards and Nuisances	Manufactured Housing Program
Landlord-Tenant Issues	Attorney General Consumer Protection (207) 626-8849

■ Manufactured Housing Program ■ Other Agency

Rights & Responsibilities



What are My Rights as a Manufactured Housing Community (MHC) Resident?

[Maine Consumer Law Guide](#)



An overview of MHC residents' legal rights related to rent and fees, security deposits, park rules, park change of use, residents' right to purchase their park, selling a manufactured home, evictions, and illegal agreements.

Who is Responsible for What in a Manufactured Housing Community (MHC)?

Under Maine law, manufactured housing community owners and operators must make sure that the community and its facilities are safe and suitable for people to live in.



Generally, residents are responsible for maintaining their own homes, while community owners are responsible for maintaining areas outside the homes, such as roads, shared spaces, and landscaping. Park rules and/or resident leases may provide more details.

Water Systems



Identify your issue

- Leaking water system
- Contaminated water
- Unreliable water supply

Use the MHC dashboard to determine your water system type.

[Manufactured Housing Community \(MHC\) Dashboard](#)

Provides information about licensed communities in Maine, including their mapped locations, rent costs, utility types, and number of vacant lots.

You have a private water system
(fewer than ten service
connections)



Contact MHP

Private water system rules:
[Chapter 13 Drinking Water
Systems](#)

You have a community water
system (ten or more service
connections)



Contact the Maine Drinking
Water Program
(207) 287-2070

Community water system rules:
[Safe Drinking Water Act, 22
MRS §2611](#)

Oil Supply Tanks



Identify your issue

- Installed in the wrong place
- Mounted improperly
- Installed out of compliance with applicable codes and permits
- Leaking
- Polluting groundwater
- Causing odors and sheens
- Improperly closed
- Tank is larger than 350 gallons



Contact the Maine Fuel Board (207) 624-8627 / fuel.board@maine.gov

Maine Fuel Board statute: [Title 32, Chapter 139](#)

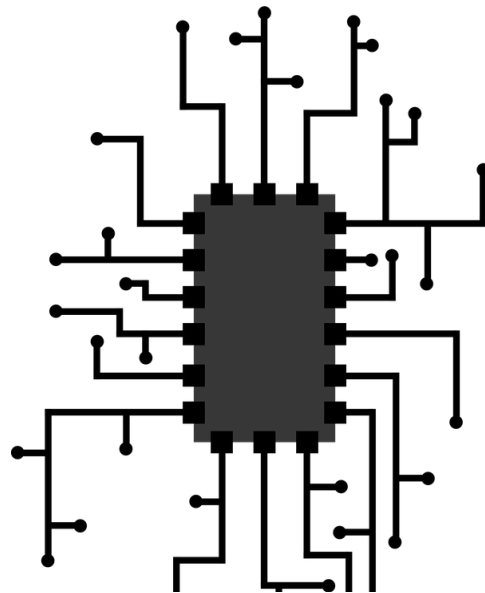
MHP oil supply tank rules: [Chapter 14: Community Licensing Standards](#)

Septic Systems

(Subsurface Wastewater Disposal)

Identify your issue

- Odors and backups
- Exposed sewer lines
- Pipe deterioration
- Pump failure
- Tank corrosion
- Groundwater contamination
- Aging infrastructure
- Undersized infrastructure
- Inadequate soil conditions



Contact your local plumbing inspector

To find your local plumbing inspector's phone number, check your municipality's official website for the "Code Enforcement," "Building Department," or "Plumbing Inspector" contact page.

[Subsurface Wastewater Disposal Rule 10-144 Code of Maine Rules Chapter 241](#)

Petroleum Gas

(Propane)



Identify your issue

- Low or no propane flow
- Monitoring issues
- Gauge issues
- Tank installed or placed incorrectly

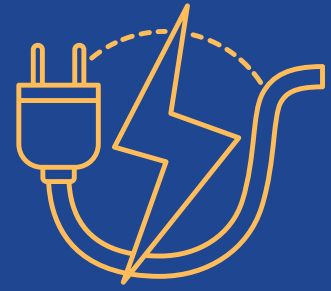


Contact the Maine Fuel Board (207) 624-8627 / fuel.board@maine.gov

Maine Fuel Board statute: [Title 32, Chapter 139](#)

MHP petroleum gas rules: [Chapter 14: Community licensing standards](#)

Electrical Service



Identify your issue

- Flickering lights
- Frequently tripping circuit breaker

Contact MHP to determine where the issue is coming from



Outside of the home

Inside of the home



MHP can help

Repairs are the homeowner's responsibility

MHP electrical service rules:

[Chapter 14: Community](#)

[Licensing Standards](#)

Electrical service systems must comply at all times with the National Fire Protection Association (NFPA) 70 2014 National Electrical Code.

Fire Safety



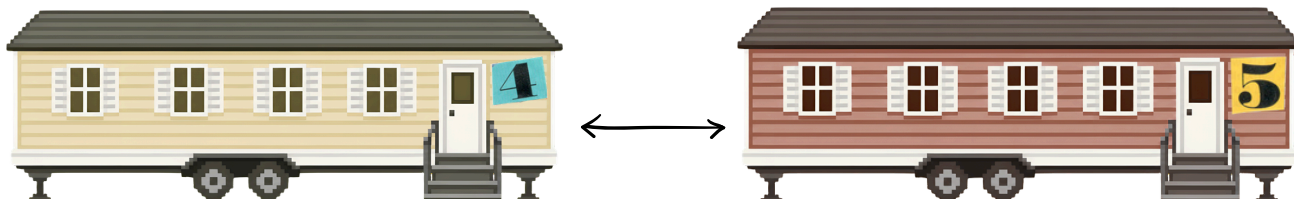
Identify your issue

- Homes in your community have been placed too closely together, creating a fire risk
- Home identification numbers are missing or not visible to emergency vehicles
- Other serious fire risks in your community

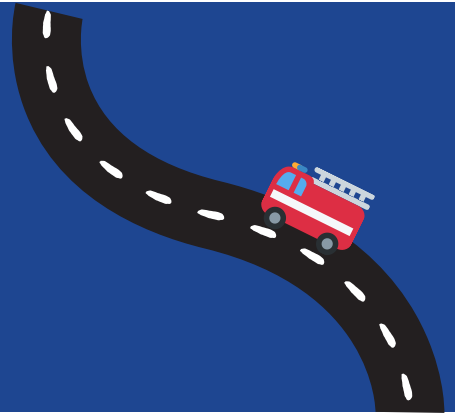


Contact MHP

MHP fire safety rules: [Chapter 14: Community Licensing Standards](#)



Community Streets



Identify your issue

- Improper grading resulting in flooding or erosion
- Emergency vehicles are unable to access homes within the community
- Potholes
- Vegetation encroaching on the roadway
- Poor street lighting
- Traffic congestion



Contact MHP



Not regulated by a government agency

MHP community streets rules:
[Chapter 14: Community Licensing Standards](#)

Nuisances & Hazards



Identify your issue

- Household trash
- Discarded furniture
- Old appliances
- Missing or unsecured manhole cover
- Missing or unsecured septic system cover
- Unsecured vacant homes

It is the community owner's responsibility to resolve these issues. First, inform your community owner of the issue following the instructions on page five.



Contact MHP if issues are not resolved

Landlord-Tenant Issues

Identify your issue

- Excessive increase in rent
- Unlawful eviction
- Hidden park fees
- Dispute over lease terms
- Park closure without proper notice
- Maintenance delays or poor repairs
- Park rule violations



These issues are resolved between the landlord and tenant and, when necessary, the Maine Attorney General's Office and civil courts.

Resources for Finding a Resolution

Landlord-Tenant Issues

1

File a Complaint with Your Community Owner



- Report the issue to your community owner. Clearly describe the issue in writing.
- Keep copies of emails, letters, photographs, and repair requests.
- Allow reasonable time for a response.

2

Receive Free Mediation Service



[File a complaint](#) with the Office of the Maine Attorney General Consumer Protection Division to receive free mediation services.

3

Take Legal Action



[Find an Attorney.](#)

[Information about small claims court](#)



State Agencies

Outside of the Manufactured Housing Program that help Resolve Community Issues

Maine Office of the Attorney General Consumer Protection Division



The Maine Office of the Attorney General's Consumer Protection Division helps protect Maine consumers from unfair or deceptive business practices. The Division receives and responds to consumer complaints, provides information about consumer rights, and may investigate businesses or practices that appear to violate Maine's consumer protection laws. The Division also publishes guidance for residents of manufactured housing communities. See [Maine Consumer Law Guide](#).

Maine Fuel Board



The Maine Fuel Board oversees and protects the public through the regulation of propane and natural gas, oil and solid fuel burner technicians and related equipment in Maine.

Maine Drinking Water Program



The Maine CDC Drinking Water Program (DWP) works to ensure safe drinking water in Maine by administering and enforcing drinking water regulations, providing education and technical and financial assistance.

Laws & Rules

Referenced in This Guidebook



Understanding which requirements apply and how to find them can be an important part of addressing a problem or concern in a community.

When a statute (law) or rule is referenced in this guidebook, the citation is provided as a starting point for locating and understanding the requirements that may apply to a particular situation.

Laws and Rules Referenced in this Guidebook Listed in Order of Appearance

Community Water Systems – Maine Safe Drinking Water Act

[Safe Drinking Water Act, Title 22 Chapter 601 MRS §2611](#)

Establishes the state's authority to regulate drinking water.

Private Water Systems – Manufactured Housing Program

Manufactured Housing Program [Chapter 13: Drinking Water Systems](#)

Establishes rules related to private drinking water systems in manufactured housing communities.

General Community Licensing Standards – Oil Supply Tanks, Electrical Service, Fire Safety, Streets, and Nuisances.

[Manufactured Housing Program Chapter 14: Community Licensing Standards](#)

Maine Fuel Board

[Title 32, Chapter 139](#)

Law governing fuel-related equipment installations, technician licensure, and safety standards for oil, solid fuel, propane, and natural gas systems.

Septic Systems (Subsurface Wastewater Disposal)

[Subsurface Wastewater Disposal Rule 10-144 Code of Maine Rules Chapter 241](#)

Maine Subsurface Wastewater Disposal Rules govern the siting, design, construction and inspection of subsurface wastewater disposal systems.

Electrical Service - The National Fire Protection Association

[National Fire Protection Association \(NFPA\) 70 2014 National Electrical Code](#)

Note: account creation required to view document.

Establishes safety standards for electrical wiring and equipment installation.

Consumer Help Topic - Mobile Home Parks

[Maine Consumer Law Guide](#)

This guide discusses the rights and protections provided by Maine law to residents of a manufactured home community.

Links

Listed in Order of Apperance

MHP Complaint Form: P. 4

[:https://www.maine.gov/moca/sites/maine.gov.moca/files/MHC%20Complaint%20Form%20-%20fillable.pdf](https://www.maine.gov/moca/sites/maine.gov.moca/files/MHC%20Complaint%20Form%20-%20fillable.pdf)

Maine Consumer Law Guide: P. 6

[https://view.officeapps.live.com/op/view.aspx?
src=https%3A%2F%2Fwww.maine.gov%2Fag%2Fsites%2Fmaine.gov.ag%2F
files%2Fdocuments%2FCLG%252015-
%2520Mobile%2520home%2520parks.docx&wdOrigin=BROWSELINK](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.maine.gov%2Fag%2Fsites%2Fmaine.gov.ag%2Ffiles%2Fdocuments%2FCLG%252015-%2520Mobile%2520home%2520parks.docx&wdOrigin=BROWSELINK)

Manufactured Housing Community Dashboard : P. 7

[https://experience.arcgis.com/experience/1caf01f80b8a4b5581edee1f1191f9a
8?org=maine](https://experience.arcgis.com/experience/1caf01f80b8a4b5581edee1f1191f9a8?org=maine)

Safe Drinking Water Act, 22 MRS §2611: P. 7

<https://www.mainelegislature.org/legis/statutes/22/title22sec2611.html>

Private Water System Rules: Chapter 13 Drinking Water Systems: P. 7

[https://view.officeapps.live.com/op/view.aspx?
src=https%3A%2F%2Fwww.maine.gov%2Fsos%2Fsites%2Fmaine.gov.sos%2
Ffiles%2Finline-files%2F004c013-XFR.docx&wdOrigin=BROWSELINK](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.maine.gov%2Fsos%2Fsites%2Fmaine.gov.sos%2Ffiles%2Finline-files%2F004c013-XFR.docx&wdOrigin=BROWSELINK)

Maine Fuel Board statute: Title 32, Chapter 139: P. 8

<https://legislature.maine.gov/statutes/32/title32ch139sec0.html>

Chapter 14: Community Licensing Standards: P. 8, 10, 11, 12, 13

[https://view.officeapps.live.com/op/view.aspx?](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.maine.gov%2Fsos%2Fsites%2Fmaine.gov.sos%2Ffiles%2Finline-files%2F004c014-XFR.docx&wdOrigin=BROWSELINK)

[src=https%3A%2F%2Fwww.maine.gov%2Fsos%2Fsites%2Fmaine.gov.sos%2Ffiles%2Finline-files%2F004c014-XFR.docx&wdOrigin=BROWSELINK](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.maine.gov%2Fsos%2Fsites%2Fmaine.gov.sos%2Ffiles%2Finline-files%2F004c014-XFR.docx&wdOrigin=BROWSELINK)

**Subsurface Wastewater Disposal Rule 10-144 Code of Maine Rules
Chapter 241: P. 9**

[https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/rule-2023-10/10-](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/rule-2023-10/10-144%20CMR%20Ch%20241%20Subsurface%20Wastewater%20Disposal%20Rule.pdf)

[144%20CMR%20Ch%20241%20Subsurface%20Wastewater%20Disposal%20Rule.pdf](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/rule-2023-10/10-144%20CMR%20Ch%20241%20Subsurface%20Wastewater%20Disposal%20Rule.pdf)

File a complaint with the Office of the Maine Attorney General Consumer Protection Division: P. 16

<https://www.maine.gov/ag/online-services/complaint-form>

Find an Attorney P.16

<https://www1.maine.gov/ag/consumer-protection/consumer-help-topics/consumer-complaints/attorneys>

Information About Small Claims Court: P. 16

<https://www.maine.gov/ag/consumer-protection/consumer-help-topics/consumer-complaints/small-claims-court>

Maine Office of the Attorney General Consumer Protection Division: P. 17

<https://www.maine.gov/ag/about-us/consumer-protection>

Maine Fuel Board: P.17

<https://www.maine.gov/pfr/professionallicensing/professions/maine-fuel-board>

Maine Drinking Water Program: P. 17

<https://www.maine.gov/dhhs/mecdc/healthy-living/health-and-safety/drinking-water-safety>