



# **MANUFACTURED HOUSING COMMUNITIES OF ARIZONA**

Representing Community Owners

## **2020 MHCA Annual Conference & Golf Tournament**

**May 6 - 8, 2020**

***Welcome to Our New Location:***

***Harrah's Ak-Chin Hotel & Casino, 15406 Maricopa Rd, Maricopa, AZ***



***Register Today!!! You will love the new sleeping rooms, the great family entertainment center and the beautiful setting!***

***Harrah's Skybridge connects to the UltraStar Multitainment Center offering a 12-cinema movie theater; a game cave with the the latest X-Box, PS4 and Nintendo Video Consoles; extra-large Arcade; a 24-lane Bowling Center; and a 3,000 square foot 2-story laser tag area with food court!***

# Register Today! 2020 MHC Conference & Golf Tournament

*The 2020 MHCA Annual Conference, sponsored by the Manufactured Housing Communities of Arizona (representing the owners of communities), is a three-day event. At the 2019 Conference, we had about 200 participants and 39 exhibitors.*

***THIS YEAR'S KEYNOTE PRESENTATION:  
THE CRAZIEST RESIDENT STORIES...AND THEIR OUTCOMES  
Speaker: MHCA Attorney Melissa Parham of Zona Law Group***

All communities have had at least one of those residents who have done some fairly crazy things! See how your residents rate after hearing MHCA Attorney Melissa Parham's stories and find out what was done to resolve issues with those particular residents!

## Location and Hotel Rooms

This year's Conference will be held at Harrah's Ak-Chin Hotel and Casino, 15406 Maricopa Road, Maricopa, AZ (about 35 miles south of Phoenix Sky Harbor Airport). Spacious sleeping rooms are available in their new tower for Conference attendees for only \$79 per night plus tax (for 2 people - \$10 each for additional persons), or their High Rise Mini-Suites with king beds are available for only \$119 per night plus tax. These rates are available 3 days before and 3 days after the Conference dates. *You must reserve your room by Sunday, April 19, 2020 to be guaranteed these rates.*

Go to:

[https://www.caesars.com/reserve/?](https://www.caesars.com/reserve/?propCode=AKC&action=FindRooms&groupcode=S05MHC0&arrivalDate=05/05/2020&departureDate=05/08/2020)

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Or call Harrah's Ak-Chin at 480-502-5000

## MHCA Annual Golf Tournament



This year's Tournament is at the Ak-Chin Southern Dunes Golf Club, 48456 W Highway 238, Maricopa (about 15 minutes from the hotel). The Troon Golf-managed course provides a welcoming, laid-back ambiance. Lunch will follow at the Arroyo Grille in the Clubhouse.

**Golf is \$130 per person which includes your golf cart and lunch.**

***Sponsor a hole for \$150!***

# Schedule of Events

## May 6 - 8, 2020

### Wednesday, May 6, 2020

- 7:30 am - 8:00 am **Golf Registration at Ak-Chin Southern Dunes Golf Club**  
48456 W. Highway 238, Maricopa, AZ (about 15 minutes from Hotel)
- 8:00 am **Golf Tournament at Ak-Chin Southern Dunes Golf Club** (Shotgun Start)
- 12:00 pm *Following Golf: Lunch at the Arroyo Grille*
- 6:00 pm **Pool Party!** Join us by the pool for drinks and treats! *Sponsored by Cavco*

### Thursday, May 7, 2020

- 7:30 am **Registration; Visit Exhibitors; Continental Breakfast**
- 8:30 am - 9:15 am **Welcome to the 2020 MHCA Conference & Golf Tournament**
- 9:15 am - 10:30 am **Keynote Presentation: Top 10 Most Interesting Landlord-Tenant Cases and Lessons to be Learned:** *MHCA Attorney Melissa Parham of Zona Law Group* has some great lessons!
- Routine Maintenance in Your Community:** *Neal Haney, NTH Property Management*, will speak.
- 10:30 am - 11:00 am **Visit Exhibitors**
- 11:00 am - 12:00 pm *Concurrent Sessions - Choose the one that interests you!*  
**Professional Community Evaluations (PCE):** *Erin Smith, Educate MHC*, will address the following and more: (1) Why it matters to engage industry professionals vs. "Craigslis" hires; (2) Differences between surface observations vs. qualified assessments; and (3) Discover what you don't know is happening in your community...Priceless!
- County Codes You Need to Know:** *Stephanie Suarez, MAR Management*, will review codes that everyone in management or maintenance of a community must know!
- 12:00 pm - 1:15 pm **Lunch and a Look at MHCA's New Website and Association Management System!**  
*Nate Pattee* who is with *52Ten*, an MHCA Director and chairs the *Data Task Force*, will review the new software and what it can do for you.
- 1:30 pm - 2:30 pm **CyberSecurity:** *Aaron Wagner, NetConcepts*, understands that your network is only as strong as the team member who will click a phishing email or an infected website. He comes with both practical ideas and tools you need!
- Resident Relations:** *Erin Smith, Educate MHC*, will speak on interacting and communicating with residents...especially those who are challenging. This is a class for managers and maintenance personnel.
- 2:30 pm - 3:00 pm **Visit Exhibits and Enjoy Dessert!**
- 3:00 pm - 3:50 pm **Fannie Mae Update:** *Jose Villareal and Ben Navarro* will give updates on what Fannie Mae is offering for financing communities and their project to finance homes in communities.
- Resident Relations** (continued)
- 4:00 pm - 5:00 pm **Changes in the Resident Screening Process...the Erosion of Private Property Rights:**  
*Regina Kaupanger and Mike Stout of National Tenant Network (NTN) and MHCA Attorney Melissa Parham* will speak on the changes.
- Water Systems in Your Community:** *Fred Rice of Spectrum Utilities* will provide information and answers on the water systems in your community.
- 5:00 pm - 6:30 pm **Welcoming Party!** Join the Sponsors and Exhibitors for food and fun! *Sponsored by National Tenant Network*

*Thursday qualifies for 6 hours of Park Manager Education.*

# Schedule of Events

## May 6 - 8, 2020

### Friday, May 8, 2020

- 7:30 am**                      **Registration; Visit Exhibits; Continental Breakfast**
- 8:30 am - 9:15 am**            **Increasing Efficiency = Increased Value!** Learn simple ways to get work done...faster and easier than ever! *Mark Roady, President of MAR Management and President of MHCA*, will present.
- Legal Update on Fair Housing Laws Regarding Assistive Animals:** *MHCA Attorney Parham will include discussion on the January 28, 2020 HUD Guidance.*
- Swimming Pool Maintenance:** *Pride Pools will speak.*
- 9:15 am - 10:00 am**            **Technology is Your Friend. Don't Get Left Behind!** *Mark Roady will present.*
- Fair Housing Laws - Common Violations, Reasonable Accommodation Requests, and Avoiding Pitfalls:** *MHCA Attorney Melissa Parham will be the presenter.*
- Underground Facilities: Your Responsibilities:** *Neal Haney, President of NTH Property Management, LLC and Past President of MHCA*, will present.
- 10:00 am - 10:30 am**            **Visit Exhibitors**
- 10:30 am - 11:15 am**            **Managing Your On-Line Presence:** *Jordan Booth and Sarah Lyman, Treehouse Communities*, give excellent ideas on this topic!
- Park-Owned Homes, It's a Residential World!** *Attorney Mark Zinman of Zona Law Group*, will speak on the Residential Landlord Tenant Act and how to rent homes. (continued after lunch)
- Performing Work on a Tenant's Space - When Can the Landlord/Maintenance Enter the Space, and When Can they Not?** *Attorneys Melissa Parham and Scott Williams of Zona Law Group* will be speaking.
- 11:15 am - 12:00 pm**            **Employee - Employer Issues:** Back by popular demand, *Attorney Craig O'Loughlin with Snell & Wilmer* will present. (continued after lunch)
- Say NO! To Illegal Activity in Your Park!** Learn how crime-free housing can safeguard your community. *Stephanie Suarez, MAR Management*, will present.
- Who is Responsible for the Maintenance in Your Community?** *Neal Haney, NTH Property Management*
- 12:00 pm - 1:20 pm**            **Lunch, MHCA Annual Meeting, Legislative Update from MHCA Lobbyist Janna Day**
- 1:30 pm - 2:30 pm**            **Employee - Employer Issues** (continued)
- Adult Protective Services:** *Kent Weeks, with the Arizona Department of Economic Security, Adult Protective Services*, will give an overview of their services and how they can assist you.
- Asphalt Maintenance**
- 2:30 pm - 2:45 pm**            **Break**
- 2:45 pm - 3:45 pm**            **Update from Arizona Department of Housing:** *Tara Brunetti, Assistant Director, and Esperanza Padilla, MH Relocation Fund* will be present.
- Handling Emergency Situations in Your Community for Managers and Maintenance Personnel:** *Attorney Doug Nelson, with Evans, Dove, Nelson* will present.
- 3:45 pm - 5:00 pm**            **Round Table Discussions - Discussions for Owners, Managers and Maintenance Personnel - Attend any or all of them. Experts will be there to assist with any questions!**

*Friday qualifies for 6 hours of Park Manager Education.*



# Reserve Your Hotel Room by April 19, 2020!

*In order to receive MHCA's special room rates, you must reserve your hotel room by April 19, 2020!*

Sleeping rooms are available in the new tower for Conference attendees for only \$79 per night plus tax (for 2 people - \$10 each for additional persons), or their High Rise Mini-Suites with king beds are available for only \$119 per night plus tax. These rates are available 3 days before and 3 days after the Conference dates. *You must reserve your room by Sunday, April 19, 2020 to be guaranteed these rates.*

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Or call Harrah's Ak-Chin at 480-502-5000



**BEAUTIFUL, NEW SPACIOUS ROOMS!**

## Instead of carrying a large notebook (and paying extra for it), download the 2020 MHCA Conference App!

*The app has all of the info you need including the classes and descriptions, speaker information, Sponsors and Exhibitors and their info, and you can contact other attendees!  
There is an additional charge for printed handouts and information,*

**Download the app today to create your own schedule!**

**Step 1:** Check your phone and/or iPad - do you already have "Attendify" downloaded from a previous year? If yes, go to Step 2. If no, go to your app store and download "Attendify"

**Step 2:** Open the Attendify app and look for 2020 MHCA - this is the app for our Conference! The first time you enter, you will be asked for some personal info to identify yourself. In the app you will find the schedule of classes, each with the speaker, handouts and a place to take notes; a list of the Conference Sponsors; another list of Conference Exhibitors; the Activity Stream to see what is happening and talk to others; and Albums where you can post pictures and videos. Have fun!

**MHCA 2020 Annual Conference and Golf Registration • Harrah's Ak-Chin Hotel, Maricopa, AZ • May 6 - 8, 2020**

Community/Company: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_ Web Site: \_\_\_\_\_

Who will be the Voting Member for Your Community at the MHCA Annual Meeting? \_\_\_\_\_

1st Attendee: \_\_\_\_\_ Title: \_\_\_\_\_

Register for: \_\_\_ Pool Party & Classes on May 6, 7 & 8 \_\_\_ Classes on May 7 & 8 Only. \_\_\_ Classes on May 7 Only  
 \_\_\_ May 8 Only \_\_\_ Golf Tournament

2nd Attendee: \_\_\_\_\_ Title: \_\_\_\_\_

Register for: \_\_\_ Pool Party & Classes on May 6, 7 & 8 \_\_\_ Classes on May 7 & 8 Only. \_\_\_ Classes on May 7 Only  
 \_\_\_ May 8 Only \_\_\_ Golf Tournament

3rd Attendee: \_\_\_\_\_ Title: \_\_\_\_\_

Register for: \_\_\_ Pool Party & Classes on May 6, 7 & 8 \_\_\_ Classes on May 7 & 8 Only. \_\_\_ Classes on May 7 Only  
 \_\_\_ May 8 Only \_\_\_ Golf Tournament

Any Special Dietary Needs? \_\_\_\_\_

**Registration Fees: Please remit to address or fax below**

If payment is received by MHCA on or before April 17, 2020:

MHCA Member - Conference Registration - 2 Days \$295 per person x \_\_\_\_\_ = \$ \_\_\_\_\_

MHCA Member - Conference Registration - 1 Day \$169 per person x \_\_\_\_\_ = \$ \_\_\_\_\_

Non-Members - Conference Registration \$359 per person x \_\_\_\_\_ = \$ \_\_\_\_\_

If payment is received by MHCA after April 17, 2020:

MHCA Member - Conference Registration - 2 Days \$320 per person x \_\_\_\_\_ = \$ \_\_\_\_\_

MHCA Member - Conference Registration - 1 Day \$189 per person x \_\_\_\_\_ = \$ \_\_\_\_\_

Non-Members - Conference Registration \$389 per person x \_\_\_\_\_ = \$ \_\_\_\_\_

Conference Notebook with schedule, handouts \$ 30.00 each x \_\_\_\_\_ = \$ \_\_\_\_\_

**(IF YOU DO NOT WANT TO USE THE ON-LINE PROGRAM, You must pre-order the notebook)**

Golf Tournament \$130 per person x \_\_\_\_\_ = \$ \_\_\_\_\_

Golf Tournament - Sponsor a Hole! \$150 \$ \_\_\_\_\_

TOTAL \$ \_\_\_\_\_

Visa  MasterCard  Amex Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Cardholder Name: \_\_\_\_\_ 3 or 4 Digit Code \_\_\_\_\_

Billing Address (If different than above): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Signature: \_\_\_\_\_

Cancellation Policy: Full refunds (less a \$25 administrative fee) will be given on any cancellation received by 5:00 p.m. on April 20, 2020. No refunds thereafter.

Please Send to: MHCA, 2158 N. Gilbert Rd., #116, Mesa, AZ 85203 or email to [info@azmhca.com](mailto:info@azmhca.com)  
 For more info, contact MHCA at 480-345-4202 or 800-351-3350 or [info@azmhca.com](mailto:info@azmhca.com)