



Lessons Learned... Dreams For Tomorrow

MHCA and Arizona OHA Present

The 2025 Manufactured Housing Communities & Outdoor Hospitality Convention & Golf Tournament!

A great convention for those who own, are employed by or are considering purchasing a manufactured housing community, RV park or campground!

May 14 - 16, 2025

WeKoPa Resort, Ft. McDowell, Arizona

Join Us for a visit to the United Tiny Homes factory on May 14!

Speakers & Topics Include:

*“Developing a New Resort in a Post-Pandemic World: Lessons from Developing a 300-site RV & Manufactured Home Resort” by **Scott Roberts, Roberts Resorts***

*“Could You Have the Park of Tomorrow Today?” by **Ed Bridgman, EOB Consulting***

*“Revenue Management” by **Mike Harrison, CRR Hospitality***

*“Activities for All-Age Parks” by **Steve Stafford, Camp Jellystone***

*“Handling Attorney General and Department of Housing Complaints” by **Attorney Scott Baluha***

*“Pipelines to Progress” by **Arron Hieatt, Department of Environmental Quality and Cindy Smith, Amos Realty***

And Much More!!!

About the Organizations:

Manufactured Housing Communities of Arizona (MHCA) represents the owners of manufactured and mobile home parks in the state.

Arizona Outdoor Hospitality Association represents the owners of RV parks (both long-term and short-term), campgrounds and glamping sites in the state.



2025 Manufactured Housing & Outdoor Hospitality Convention & Golf Tournament Schedule of Events

Wednesday, May 14, 2025

- 6:30 am - 7:15 am **Golf Tournament Registration** at WeKoPa Golf Club, located at the Resort
- 7:15 am **Golf Tournament Begins followed by Lunch at the Golf Club**
- 1:00 pm - 5:00 pm **Tour of United Tiny Homes factory (no charge):** A bus will pick us up at the hotel. You must pre-register for this event!
- 6:00 pm - 7:00 pm **“Almost a Pool Party”:** Join us for drinks & hors d’oeuvres in the hotel lobby! *Sponsored by MAR Companies*
- 7:00 pm - 8:00 pm **Cracker Barrel for RV Owners and Managers!**

Please note: We are offering Mini Sessions this year, each lasting about 20 minutes and giving one of our sponsors an opportunity to explain their products or services and you a chance to ask questions!

The Mini Sessions are listed in green below.

Thursday, May 15, 2025

- 7:00 am - 5:00 pm **Registration; Continental Breakfast from 7:00 am to 8:00 am**
- 7:00 am - 6:30 pm **Exhibits Open**
- 8:00 am - 9:30 am **Welcome**
- 9:30 am - 11:00 am **Developing a New Resort in a Post-Pandemic World: Lessons from Developing a 300-Site RV & Manufactured Home Resort:** Join *Scott Roberts, CEO of Roberts Resorts & Communities*, as he shares insights and lessons learned from developing a 300-site RV and Manufactured Home Resort in Flagstaff, Arizona. This session will explore strategies to navigate the challenges of managing development costs in a post-pandemic economy and the innovative approach of blending RV and Manufactured Housing within a single resort. Gain valuable perspectives on business planning, construction cost management, and first year operations from an industry leader.
- 10:45 am - 1:15 pm **Lunch; Visit Exhibits** *Lunch Sponsored by Cavco Industries*
- 1:15 pm - 2:15 pm **Concurrent Sessions**
AI: Making Mobile Home Parks Great Again: *Mark Roady, President of MAR Companies and MHCA President*, will speak on the use of Artificial Intelligence in the manufactured housing & RV industries.
Did I Just Rent to Ted Bundy? Vet Before Let: Screening people coming into your park is easier than ever. Presented by *Regina Kaupaner and Mike Stout of NTN Arizona*.
Activities for All Age Parks: *Steve Stafford with Camp Jellystone* will speak.
Mini Sessions: Utility Submetering - Recent Developments presented by Spectrum Submeter and Newbook Demo: Simplifying Long-Term Guest Management from Newbook.
- 2:15 pm - 3:15 pm **Concurrent Sessions**
Workers, Volunteers, and Everything in Between: Navigating Employee Classifications in Outdoor Hospitality: Speaker: *Attorney Josh Black*, who specializes in employment law.
What to Do When Someone Dies in Your Park: What is your responsibility as a community manager when someone dies alone at home in the park? *MHCA and AZ OHA Attorney Scott Baluha of Zona Law Group* will discuss how to handle this type of situation.
Pipelines to Progress: Managing Drinking Water Lead Service Lines and Inventories in Manufactured Housing Communities & RV Parks: *Cindy Smith, Director of Property Management, Amos Realty Services and member of the MHCA Board, and Arron Hieatt, Compliance Assistance Coordinator, ADEQ*, will present updated info on water lines from wells.
Mini Sessions: The Triple Threat: Tech That Saves You Time, Costs Less & Scales with You by Yardi Breeze and From Application to Automation: Streamlining Leasing & Maintenance for Maximum Efficiency presented by Rent Manager.
- 3:15 pm - 3:30 pm **Break**
- 3:30 pm - 4:15 pm **Concurrent Sessions**
Responsibilities of the Constable: *Scott Blake, President of the Arizona Constables Association and Constable of the Hassayampa Precinct in Maricopa County*, will give an outline of what constables do.
What Will Your Guests Look Like In 5 Years?: *Ed Bridgman of EOB Consulting* will present.
New Strategies for Cost Efficient Pavement Management: *Justin Holbrook, Holbrook Asphalt* presenting
Mini Sessions: From Campfires to Connectivity: Meeting the Expectations of the Tech-Savvy Traveler by AccessParks and Renew Smarter: Making the Most of Your Park Insurance Policy by Leavitt Recreation & Hospitality Insurance.

- 4:15 pm - 5:00 pm** **Concurrent Sessions**
Update from the Arizona Department of Housing (ADOH): *Kim Merrill, HUD Program Manager at ADOH,* will give us an update.
The Down and Dirty of Managing a Manufactured Home Park: *Neal Haney of NTH Property Management* will speak on miscellaneous duties and responsibilities for managers.
Arizona OHA Annual Meeting
- 5:00 pm - 6:30 pm** **Welcome Party: Food & Drinks, Prize Drawings (and more) in Exhibit Hall - A great place for networking! Sponsored by MH Village/DataComp**

Friday, May 16, 2025

- 7:00 am - 5:00 pm** **Registration**
- 7:00 am - 8:00 am** **Continental Breakfast**
- 8:00 am - 8:10 am** **Welcome**
- 8:10 am - 9:10 am** **Could You Have the Park of Tomorrow Today?** *Ed Bridgman of EOB Consulting* will present - what could you be doing today to prepare your park for what future customers will want? What could you be doing to automate your office to give you more time to spend on other issues?
- 9:15 am - 10:10 am** **Concurrent Sessions**
Handling Attorney General and Department of Housing Complaints: We are seeing more Attorney General complaints against both MH and RV parks. In addition, MH residents can also ask the Department to hear any issues they have with the community (the community owner could also file Department of Housing complaints against residents, although we haven't seen any). *MHCA and AZ OHA Attorney Scott Baluha* will cover these areas.
A Picture's Worth a Thousand Words: *Mike Harrison, COO, CRR Hospitality,* will speak on how to improve your social media presence.
Mini Sessions: Is My Property Accessible Enough? by **ADA Compliance Consultants** and **Roadrunner Paving.**
- 10:15 am - 11:00 am** **Visit Exhibits**
- 11:00 am - 12:00 pm** **Concurrent Sessions**
Home Sales: *Nate Pattee, 52Ten,* will present different strategies for home sales given the market your park is in and the market conditions. This will include how do you pivot when the existing strategy is not working and where can you pivot; what we've tried/learned; and what we've done well, and where have we made mistakes.
Strong Teams with Strong Coaches: Training that Transforms: *Steve Stafford with Camp Jellystone* will present.
Utility Billing in MH & RV Parks: Stay Legal, Stay Profitable: *Mark Roady with MAR Companies* will speak on how to bill residents and guests for their utility usage.
Mini Sessions: Stream Incremental Revenue Into Your Park by **RVParkTv.com** by **It's All About Satellites** and **Streamline Your Day-To-Day + Keep Your Residents Happy** by **ManageAmerica**
- 12:00 pm - 1:00 pm: Lunch** (included with your registration): **Sponsored by RHP Properties**
- 1:00 pm - 1:45 pm** **Concurrent Sessions**
Revenue Management To Build NOI: *Mike Harrison, COO, CRR Hospitality,* will present.
Evictions: *Attorney Spencer Dickson* will give an update on eviction procedures.
Tiny Homes & Other Homes of Tomorrow: *Gene Eidelman of Azure 3-D Printed Homes* will discuss today's tiny homes.
Mini Sessions: Live Solar Savings Demo & Power Outage Solutions by **Shorebreak Energy**
- 1:45 pm - 2:30 pm** **Concurrent Sessions:**
Why Politics Affects You Everyday: The MHCA Legislative Team will discuss what is happening at the Capital, why landlords are a major target and what YOU can do. Speakers will include *Lobbyists Janna Day and Trevor Laky, MHCA PAC Chair Greg Johnloz and Executive Director Susan Brenton.*
Challenges of Waste & Wastewater for RV's and MH's: *Mike Stidham of E-Z Treat and Gary MacConnell of MacConnell & Associates* will speak.
Pool Regulation & Maintenance: *Robert Thompson of Landmark Aquatic* will present.
- 2:30 pm - 2:45 pm** **Break**

2:45 pm - 3:30 pm

Concurrent Sessions

Broker Panel: Current Issues: *Jack Cardinal with Cooper Cardinal and John Sheedy of Park Brokerage* will discuss current issues including the uncertainty of the market, interest rates, forecasts for future growth on manufactured home and RV communities, and smaller investors vs. larger companies in the market,
Do I Have to....: *Attorney Spencer Dickson* will speak on emotional assistance animals, service animals and other Fair Housing basics.

3:30 pm - 4:15 pm

Concurrent Sessions

Manufactured Housing Owners Roundtable

Turning Complaints into Gifts: *Greg Johnloz* will speak on handling your customer complaints.

4:15 pm - 5:00 pm

Concurrent Sessions

MHCA Annual Meeting

Ask an Attorney: Your opportunity to ask *Attorney Scott Baluha* any questions! *Wendy Bykofsky, Moderator.*



HOTEL INFORMATION

WeKoPa Resort & Casino
10438 WeKoPa Way
Fort McDowell, AZ 85264
(2 miles north of Shea Blvd on State Route 87 - the
Beeline Highway; just north of Scottsdale)
Phone: 480-789-5300
Room rates (for 2 people); \$149.00 + tax (includes
Resort Fee); additional persons are \$10 per person

**Call TODAY to reserve your room: 480-789-5300 or
844-493-5672 or go to
wekopacasinoresort.com and be sure to say you
are attending the
Manufactured Housing & RV Park Convention!**

GOLF TOURNAMENT & LUNCH

WeKoPa Golf Club

May 14 at 7:15 am (Check-In at 6:30 am)

Lunch at the Golf Club is included

Golf Tournament Fee: \$250 per player

Golf - Hole Sponsor: \$200





Community/Company: _____

Address: _____ City: _____ St: _____ Zip: _____

Phone: _____ Fax: _____

E-mail: _____ Web Site: _____

If you do not wish us to release the above information to exhibitors, please check here:

1st Attendee: _____ Title: _____

Register for: ___ Opening Party & Classes May 14-16 ___ Classes on May 15 & 16 Only
 ___ Classes on May 15 Only ___ Classes May 16 Only ___ Golf Tournament ___ Tour on May 14

2nd Attendee: _____ Title: _____

Register for: ___ Opening Party & Classes May 14-16 ___ Classes on May 15 & 16 Only
 ___ Classes on May 15 Only ___ Classes May 16 Only ___ Golf Tournament ___ Tour on May 14

3rd Attendee: _____ Title: _____

Register for: ___ Opening Party & Classes May 14-16 ___ Classes on May 15 & 16 Only
 ___ Classes on May 15 Only ___ Classes May 16 Only ___ Golf Tournament ___ Tour on May 14

Any Special Dietary Needs? _____

Registration Fees: Please remit to address or email below

If payment is received by MHCA on or before April 30, 2025:

MHCA & AZ OHA Members - Convention Registration - 2 Days	\$349 per person x _____ = \$ _____
MHCA & AZ OHA Members - Convention Registration - 1 Day	\$200 per person x _____ = \$ _____
Non-Members - Convention Registration	\$495 per person x _____ = \$ _____

If payment is received by MHCA after April 30, 2025:

MHCA & AZ OHA Members - Convention Registration - 2 Days	\$379 per person x _____ = \$ _____
MHCA & AZ OHA Members - Convention Registration - 1 Day	\$239 per person x _____ = \$ _____
Non-Members - Convention Registration	\$529 per person x _____ = \$ _____

Convention Notebook with schedule, handouts \$ 40.00 each x _____ = \$ _____

(IF YOU DO NOT WANT TO USE THE ON-LINE PROGRAM, which includes handouts, pre-order the notebook)

Golf Tournament \$ 250 per person x _____ = \$ _____

Golf Tournament - Sponsor a Hole! \$ 200 \$ _____

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: _____

Policy: Full refunds (less a \$25 administrative fee) will be given on any cancellation received by 5:00 p.m. on May 1, 2025. No refunds thereafter.