



MANUFACTURED HOUSING COMMUNITIES OF ARIZONA

Representing Community Owners

2021 MHCA Annual Conference & Golf Tournament

May 18 - 20, 2021

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



Register Today!!! You will love the sleeping rooms in the newest tower, 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! Bring the family for more fun!

Reserve Your Hotel Room by April 18, 2021!

In order to receive MHCA's special room rates (only \$79 plus tax per night), you must reserve your hotel room by April 18, 2021



HARRAH'S AK-CHIN HOTEL & CASINO



BEAUTIFUL, NEW SPACIOUS ROOMS!

Sleeping rooms are available in the new tower of Harrah's Ak-Chin 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 April 18, 2021 to be guaranteed these rates.*

Go to: <https://www.caesars.com/book/?propCode=AKC&action=FindRooms&groupcode=S05MHC1&arrivaldate=05/18/2021&departuredate=05/21/2021>

Be sure to modify the arrival and departure dates above if you are coming in before or staying after the Conference.

Or call 1-800-CAESARS (223-7277) - be sure to say you are with Manufactured Housing MHCA and the group code for room rates is S05MHC1 (S-zero-five-M-H-C-1)

Register Today for the 2021 MHCA Conference & Golf Tournament!

The 2021 MHCA Annual Conference, sponsored by the Manufactured Housing Communities of Arizona (representing the owners of communities), is a three-day event. At the most recent 2019 Conference, we had about 200 participants and 39 exhibitors.

DON'T MISS THIS YEAR'S KEYNOTE PRESENTATION:

Ring More Cowbell

Schedule of Events

May 18 - 20, 2021

Tuesday, May 18, 2021

- 7:30 am - 8:00 am **Golf Registration at The Duke at Rancho El Dorado Golf Club**
42660 W. Rancho El Dorado, Maricopa (5 to 10 minutes from the hotel via car)
- 8:00 am **Golf Tournament at The Duke at Rancho El Dorado Golf Club** (Shotgun Start)
- 12:00 pm *Following Golf: Lunch at the Silver Spur Grill, The Duke at El Dorado Golf Club*
- 6:00 pm **Pool Party!** Join us by the pool for drinks and treats! *Sponsored by Cavco*

Wednesday, May 19, 2021

- 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: Ring More Cowbell:** *Mark Roady, MHCA President and MAR Management President, will present.*
- 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. Sponsored by MAR Companies
- 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 (continued after the break).*
- 2:30 pm - 3:00 pm **Visit Exhibits and Enjoy Dessert!**
- 3:00 pm - 3:50 pm **Managing Your On-Line Presence:** *Sarah Lyman, Treehouse Communities, will give excellent information on this topic!*
Resident Relations (continued)
- 4:00 pm - 5:00 pm **Planning for a Disaster in Your Community:** *MHCA Attorney Melissa Parham will moderate a panel of speakers including John Sheedy with Park Brokerage; President of Arizona Association of RV Parks & Campgrounds; and a Director on the MHCA Board.*
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 Zona Law Group P.C.*

Wednesday qualifies for 6 hours of Park Manager Education.

Schedule of Events

May 18 - 20, 2021

Thursday, May 20, 2021

- 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 Melissa Parham* will include discussion on the January 28, 2020 HUD Guidance.
- Swimming Pool Maintenance:** *Terry Arko, Certified Pool Operator, Raven Pools Wholesale*, will speak.
- 9:15 am - 10:00 am** **Technology is Your Friend. Don't Get Left Behind!** *Mark Roady, MAR Management*, will present.
- Fair Housing Laws - Common Violations, Reasonable Accommodation Requests, and Avoiding Pitfalls:** *MHCA Attorney Melissa Parham* will present.
- 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** **Life in a Post-COVID World:** What type of changes are possible as far as eviction actions, federally backed mortgages or voucher programs, court rules, resident screening, employee issues (will you be requiring COVID vaccines) and other issues. *Attorney Doug Nelson of Evans, Dove, Nelson*.
- 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.
- 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 Baluha 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.
- The RV Landlord Tenant Acts:** *MHCA Attorney Melissa Parham* will give an overview of the two laws.
- 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.
- RV Parks: Forms & Documents:** *Neal Haney, NTH Property Management*, will present.
- 2:30 pm - 2:45 pm** **Break**
- 2:45 pm - 3:45 pm** **Remote Property Management...No Human Needed!** *Mark Roady, MAR Management*, will present.
- Handling Emergency Situations in Your Community for Managers and Maintenance Personnel:** *Attorney Doug Nelson, with Evans, Dove, Nelson* will present.
- 3:45 pm - 4:30 pm** **Round Table Discussions - Discussions for Owners, Managers and Maintenance Personnel - Attend any or all of them.**
- 4:30 pm - 5:00 pm** **Ask the Janitor - Cleaning Up the Mess!**

Thursday qualifies for 6 hours of Park Manager Education.

MHCA Annual Golf Tournament

May 18, 2021

This year's Tournament is at The Duke of Rancho El Dorado Golf Club, 5 - 10 minutes by car from the hotel. It's a beautiful course and the Tournament always offers a lot of fun!



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

Sponsor a hole for \$150! Includes a sign at the Hole and a listing in the Conference Info! Just complete the attached Registration Form.

**Instead of carrying a large notebook (and paying extra for it),
download the 2021 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 2021 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; and an activity stream where you can talk to others!

MHCA 2021 Annual Conference and Golf Registration · Harrah's Ak-Chin Hotel, Maricopa · May 18 - 20, 2021

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 18, 19 & 20 ___ Classes on May 19 & 20 Only ___ Classes on May 19 Only
 ___ May 20 Only ___ Golf Tournament

2nd Attendee: _____ Title: _____

Register for: ___ Pool Party & Classes on May 18, 19 & 20 ___ Classes on May 19 & 20 Only ___ Classes on May 19 Only
 ___ May 20 Only ___ Golf Tournament

3rd Attendee: _____ Title: _____

Register for: ___ Pool Party & Classes on May 18, 19 & 20 ___ Classes on May 19 & 20 Only ___ Classes on May 19 Only
 ___ May 20 Only ___ Golf Tournament

Any Special Dietary Needs? _____

Registration Fees: Please remit to address or email below

If payment is received by MHCA on or before May 1, 2021:

MHCA & AZ ARVC Members - Conference Registration - 2 Days \$295 per person x ___ = \$ _____

MHCA & AZ ARVC Members - Conference Registration - 1 Day \$169 per person x ___ = \$ _____

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

If payment is received by MHCA after May 1, 2021:

MHCA & AZ ARVC Members - Conference Registration - 2 Days \$320 per person x ___ = \$ _____

MHCA & AZ ARVC Members - 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, which includes handouts, 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 May 1, 2021. No refunds thereafter.

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