

2024 Manufactured Housing & Outdoor Hospitality Convention & Golf Tournament

June 19 - 21, 2024

Hilton Phoenix Tapatio Cliffs Resort, Phoenix

***Don't Miss Our Great Lineup of Speakers and Topics for all
owners and managers of Manufactured Housing
Communities, RV parks, Glamping, and Camping!***

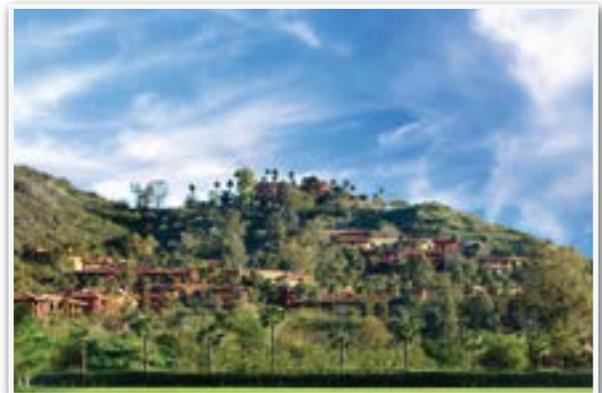


Keynote Speaker: John “The Ex-Disney Guy” Formica will give secrets to create a Disney-like successful culture and magical Customer Experience Today!

Join MHCA and AZ ARVC at the Hilton Point Tapatio Cliffs, 11111 N. 7 Street, Phoenix for our 3-day Convention! We begin with the Annual Golf Tournament on June 19 at the beautiful Lookout Mountain Golf Club (located at the Hilton) and finish the day with an Opening Reception and a Cracker Barrel!

June 20 we will start with continental breakfast and registration at 7:30 am, followed by a day of great speakers, sponsors and exhibitors! There is a special Welcoming Reception in the Exhibit Hall from 5:00 pm to 6:30 pm. Last year we had 61 Sponsors & Exhibitors!

June 21 will be a full day of classes. All registrations include continental breakfast, lunch and snacks.



June 19 - 21, 2024

Hilton Phoenix Tapatio Cliffs Resort, Phoenix

Wednesday, June 19

6:45 am - 7:30 am **Golf Registration** at Lookout Mountain Golf Club at the Hilton Phoenix Tapatio Cliffs Resort
7:30 am **Golf Tournament** Begins, Followed by Lunch at the Golf Club
2:00 pm - 4:00 pm **Tour**; Meet bus at front of hotel
6:00 pm - 7:00 pm **Opening Reception** *Sponsored by CAVCO Park Models*
7:00 pm - 8:30 pm **Cracker Barrel**: For RV Park & Campground personnel: meet with others in the industry!

Our Sponsors will offer “Mini Sessions”, an opportunity for you to learn more about the products and/or services offered by the Sponsor. Each sponsor will be given 20 - 30 minutes to present and answer your questions!

Thursday, June 20

7:30 am - 5:00 pm **Registration**
7:30 am - 8:30 am **Continental Breakfast; Visit Exhibits**
8:30 am - 9:15 am **Let's Get Started!**
9:15 am - 10:15 am **If Walt Disney Ran Your Park...What Would it Look Like?** Keynote Speaker *John “The Ex-Disney Guy” Formica* will help you create a magical a Disney-like culture in your park. *Sponsored by RHP Properties*

10:15 am - 11:00 am **Visit Exhibits**
11:00 am - 12:00 pm **Concurrent Sessions - Pick Your Favorite!**
Keeping Your Amenities Updated: *Kathleen Walsh, Advanced Outdoors*
Selling & Creating the MH Lifestyle: *Kerin MacWilliams*
RV Park Data in Arizona: What You Need to Know: *Walter Johnson, Valley View of Duncan*
Mini Sessions: Yardi Breeze will present and Rent Manager will speak on “Thriving in Tight Times: Best Practices for Boosting NOI in Manufactured Housing Communities”

12:00 pm - 1:30 pm **Lunch/AZ ARVC Annual Meeting/Visit Exhibits** *Sponsored by CAVCO Industries*
1:30 pm - 2:25 pm **Concurrent Sessions - Choose One:**
Create a “Whistle While You Work” Environment - Build Magical Teams!: *John “The Ex-Disney Guy” Formica* for this presentation on employer-employee relations.
Low Cost Marketing for Your MHC: *Darren Krolewski of MHVillage*
Avoiding Premises Liability: *Attorney Scott Baluha* will speak on property issues, especially in RV parks and campgrounds.
Mini Sessions: AccessParks will present “Leveraging Recent Demographic Changes to Make Broadband Wi-Fi a Profit Center” followed by info from It’s All About Satellites.

2:25 pm - 3:10 pm **Visit Exhibits**
3:10 pm - 4:00 pm **Concurrent Sessions - Choose One:**
Update from the Constables: *Constable Scott Blake, President of the Arizona Constables Association*
AI for the MH Industry: *Darren Krolewski, MH Village*
Designing & Financing RV Destinations for the Next Generation of Guests: *Ed Bridgman*
Mini Sessions: ManageAmerica will present “Water: How to Maximize Recovery and Minimize Usage”, followed by “Approaches to Onsite Wastewater Solutions” by E-Z Treat

4:00 pm - 4:45 pm **Concurrent Sessions - Choose One:**
Cybersecurity - What You Need to Know!
Fair Housing & Modifications to Homes: *Attorney Scott Baluha*
Marketing & Branding for RV Resorts & Glamping: *Mike Harrison of CRR*
Mini Sessions: ADA Compliance Consultants and Roadrunner Paving & Asphalt will each present.

4:45 pm - 5:00 pm **Ask a Question, Any Question:** Bring your questions for the experts!
5:00 pm - 6:30 pm **Welcoming Party:** Your opportunity to meet with more of the exhibitors, network with peers and enjoy drinks and food! *Sponsored by MAR Companies*

Thursday qualifies for 6 hours of continuing education for MHC manager training.

Friday, June 21

7:30 am - 8:30 am	Registration
8:30 am - 9:30 am	Fantastical Thinking Failures - Why Build It and They Will Come is Only True in Hollywood: <i>Kathleen Walsh, Advanced Outdoor</i>
9:30 am - 10:15 am	Visit Exhibits
10:15 am - 11:00 am	Concurrent Sessions - Choose One: MHC Data in Arizona and Why it Matters to You: <i>Walter Johnson, Valley View of Duncan and MHCA Board Member</i> Updating Your Forms: Rental Agreement or Rules? <i>Attorney Scott Baluha</i> Great Management Skills: <i>Mike Harrison of CRR</i> Mini Sessions
11:05 am - 12:00 pm	Turning a Park Around: Have you purchased a park which need many improvements (and perhaps some evictions) or had one of those managers who can turn a nice park into one not so nice in a few months? <i>Attorney Doug Nelson of Evans, Dove, Nelson, Fish & Grier PLC and Neal Haney, NTH Property Management</i> 7 Step Guide to Rent Collection: <i>Mark Rody of MAR Communities</i> Creating Last Memories at Your Park so that your customers come back year after year and are telling their friends. <i>Steve Stafford of Camp Jellystone.</i> Mini Sessions
12:00 pm - 1:15 pm	Lunch/MHCA Annual Meeting
1:30 pm - 2:15 pm	Concurrent Sessions - Choose One: Your Kids Inherited What? <i>Attorney Doug Nelson</i> Emergency Situation Awareness & Preparedness: <i>Attorney Scott Baluha and Cindy Smith of Saunders & Amos</i>
2:15 pm - 2:30 pm	Break/Enjoy a Snack!
2:30 pm - 3:15pm	Concurrent Sessions - Choose One: The Insurance Market of the Future - <i>Ashley Michalson, Leavitt Recreation Insurance</i> How to Handle Complaints - From Verbal to Legal: <i>Attorney Scott Baluha</i>
3:20 pm - 4:15 pm	Concurrent Sessions - Choose One: Roundtable Discussion for Owners Liability for Harassment (especially for Managers): <i>Attorneys Scott Baluha and Josh Black</i> Routine Maintenance Schedule for Your Park: <i>Neal Haney</i>
4:15 pm - 5:00 pm	Ask a Question, Any Question: Bring your questions for the experts!

Friday qualifies for 6 hours of continuing education for MHC manager training.

Complete information on the Convention schedule, speakers, topics, sponsors and exhibitors is available on the Convention app for your phone:

<https://apps4org.com/2024-azmhrv-annual-conference/>



For more info, contact info@azmhca.com or call 480-345-4202 or 480-351-7178



Reserve Your Hotel Room at the Hilton Phoenix Tapatio Cliffs Resort by May 20, 2024 to get our Special Rates

Hotel rooms are \$139 per night plus tax and a \$25 per day resort fee and a one-time \$14 bell/housekeeping fee. It includes high-speed internet for 2 devices; complimentary self and valet parking; 20% discount on select spa services at Tocaloma Spa & Salon; admission for up to 4 people into Falls Water Village; a 15% discount on apparel in the Golf Pro Shoppe; tennis/pickleball court for 2 guests for one hour; and unlimited local and 800-number phone calls. The Hilton Phoenix Tapatio Cliffs Resort has a golf course; 4 different restaurants; spa; and much more. Plan on coming early and/or staying after the Convention for more fun!

Don't Miss the Annual MHCA Golf Tournament!

Lookout Mountain Golf Club is located at the hotel and has spectacular views! It's a nine-time winner of the Golf Digest Four Star Award, has been recognized as one of America's Best Golf Courses by Zagat, and has been chosen as one of Arizona's Top 10 Golf Courses by readers of Arizona Business Magazine. Plan on joining us June 19 to tee-off at 7:30 am (registration begins at 6:45 am) and be sure to stay for lunch afterwards!



We are arranging a special tour for June 19....

Watch for more info!

**The 2024 Manufactured Housing Communities & Outdoor Hospitality Convention
& Golf Tournament
Hilton Phoenix Tapatio Cliffs Resort • June 19 - 21, 2024**

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 June 19, 20 & 21 ___ Classes on June 20 & 21 Only
___ Classes on June 20 Only ___ Classes June 21 Only ___ Golf Tournament ___ Tour on June 19

2nd Attendee: _____ Title: _____

Register for: ___ Opening Party & Classes June 19, 20 & 21 ___ Classes on June 20 & 21 Only
___ Classes on June 20 Only ___ Classes June 21 Only ___ Golf Tournament ___ Tour on June 19

3rd Attendee: _____ Title: _____

Register for: ___ Opening Party & Classes June 19, 20 & 21 ___ Classes on June 20 & 21 Only
___ Classes on June 20 Only ___ Classes June 21 Only ___ Golf Tournament ___ Tour on June 19

Any Special Dietary Needs? _____

Registration Fees: Please remit to address or email below

If payment is received by MHCA on or before May 31, 2024:

MHCA & AZ ARVC Members - Convention Registration - 2 Days \$349 per person x ___ = \$ _____

MHCA & AZ ARVC Members - Convention Registration - 1 Day \$199 per person x ___ = \$ _____

Non-Members - Convention Registration \$495 per person x ___ = \$ _____

If payment is received by MHCA after May 31, 2024:

MHCA & AZ ARVC Members - Convention Registration - 2 Days \$369 per person x ___ = \$ _____

MHCA & AZ ARVC Members - Convention Registration - 1 Day \$219 per person x ___ = \$ _____

Non-Members - Convention Registration \$495 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 \$150 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: _____

Cancellation Policy: Full refunds (less a \$25 administrative fee) will be given on any cancellation received by 5:00 p.m. on May 24, 2024. No refunds thereafter.

Please Send to: MHCA, 2158 N. Gilbert Rd., #116, Mesa, AZ 85203 or email to info@azmhca.com
For more info, call 480-345-4202 or 800-351-3350 or 480-351-7178 or info@azmhca.com or info@azarvc.org