

Mobile Home Park Survey

Preliminary Report

9/15/2017

Orange County Health Department

Family Success Alliance

Acknowledgments

Deepest thanks and appreciation go first and foremost to the residents of the mobile home parks in Orange County for their time and participation.

We would also like to thank the following people:

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Executive Summary

A survey was conducted of 8 mobile home parks in Orange County identified as high risk for displacement and/or because of an interest in general information about residents and living conditions. 96 surveys were conducted by Navigators from the Family Success Alliance. Almost all families were Hispanic, very low income, and own their own homes, but rent space from the mobile home park. Most of the families are satisfied living in their current mobile home and prefer not to move. Residents often look to their neighbors for assistance with child care, transportation, and other services. Many also rely on public transportation to get to medical appointments, work, and school.

Although residents are generally satisfied, many residents also feel they don't have many options other than living in their mobile home; their low income limits their ability to move elsewhere, and they prefer not to move because of the schools, public transport, and proximity to services. The residents were also very clear that moving into an apartment complex is not a preferred option—they commented that in addition to the huge difference in cost, there's a lack of privacy and concern about limited places for children to play. Although not collected in the survey, documentation status was also an issue raised by many families as a significant obstacle in securing affordable housing.

The biggest concerns residents had about the parks themselves were infrastructure in the mobile home parks and the age and condition of their mobile homes. Many of the homes are very old—the newest home was manufactured in 2002, and residents are concerned about limitations on moving their homes based on the age and condition of the home and the cost to move it. When it comes to management, residents commented that many of the mobile home parks need infrastructure maintenance, especially for roads and landscaping, e.g., filling in potholes with gravel, for dead trees to be cut down, fixing drainage issues.

The Navigators, who administered the surveys, noted that residents often seemed proud of their homes and hoped to stay there long-term. Many residents also shared that they are carpenters, electricians, and construction workers and discussed their ability to contribute their extensive skills to the building or repairing of homes and the park.

In summary, many of these mobile home parks consist of tight-knit communities of families with children, who are proud of their homes and where they live. They own their own homes and would like to own their land as well. Because of their documentation status and their income, many of these families feel they have no place to go— that they can't afford to move and are afraid that they won't qualify for assistance, if developers displace them.

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Introduction

For many years, there has been interest in addressing the vulnerability of residents living in mobile home parks in Orange County. The Board of Commissioners allocated funds in the FY 2015-16 and FY 2016-17 budgets to address land banking of mobile home parks and/or to assist in the acquisition of property for future residential development as an affordable housing alternative. An ad hoc committee of local housing partners and county staff began meeting last fiscal year to discuss and evaluate the opportunities and obstacles. The voices of mobile home residents were not a part of this initial process, and the committee recognized the need for their input. Therefore, Navigators with the Family Success Alliance, who have personal and programmatic connections to mobile home park residents, partnered with the county manager's office to visit various mobile home parks during a four-week period in August and September to conduct a survey and gather input from residents.

Survey Methodology

Out of approximately 100 mobile home parks in Orange County, 8 parks were selected by the Planning Department as areas of special interest owing to developer activity or an interest in general information about residents and living conditions. These parks were assigned to FSA Navigators, who had a goal of a 32.5% response rate, or around 100 surveys total. In Table 1, each of the eight priority mobile home parks are listed, with the goal and actual number of surveys collected. The Planning Department's selections for those parks at high risk of displacement were mostly in Chapel Hill and Carrboro; although these parks represent a small fraction of all parks in the county, these parks are overrepresented in the survey.

In early August, a letter was sent to residents of the selected parks to notify them that surveys would be conducted (see Appendix A). Survey piloting and data collection took place from August 9, 2017 to September 11, 2017. Each survey took between an hour to an hour and a half, and 82% of them were conducted in Spanish. Families who participated were given a \$10 gift card to Walmart.

The Navigators used snowball sampling—each of them had contacts within the mobile home parks, and enlisted those contacts in helping them find other families who would be willing to participate. They also waited at the school bus stop, mailboxes, and other gathering areas in order to begin conversations with residents and encourage their participation. This sampling method means that there may be selection bias in terms of who agreed to undertake the survey. The Navigators did knock on doors cold, but some families refused to open the door or refused to participate.

Specifically, because sometimes the maintenance workers live in the mobile home parks, they received the introductory letter explaining the survey and asking for participation. Many of the residents expressed fear that the maintenance workers had told their landlords about the survey and would retaliate against them if they responded. This fear was especially prevalent in some mobile home parks compared to others. Despite the best efforts of our Navigators, some families refused to participate.

Results

Survey Overview

There were 96 surveys completed, with some mobile homes reaching higher rates of participation than others.

#	Mobile Home Park Name	Street Address	City	Purpose/Objective	Approx. Survey Goal (32.5%)	# Occupied Sites	Actual # Surveyed	% Sampled
1	Airport Road	1575 Martin Luther King Jr Blvd	Chapel Hill	Displacement	10	33	23	69.7%
2	Byrdsville	1801 Old NC 10	Hillsborough	General Feedback - Hillsborough	15	47	13	27.7%
3	Caroline	4931 Howe St	Durham	General Feedback – Eno Area	21	66	16	24.2%
4	Homestead	6421 NC 86 S	Chapel Hill	General Feedback – Orange County	3	9	4	44.4%
5	Lakeview	1000 Weaver Dairy Rd	Chapel Hill	Displacement	10	33	6	18.2%
6	Rocky Brook	500 S Greensboro St	Carrboro	Displacement	13	41	13	31.7%
7	Tarheel	1208 Martin Luther King Jr Blvd	Chapel Hill	Displacement	23	72	14	19.4%
8	Village AKA Wright's	1660 Martin Luther King Jr Blvd	Chapel Hill	Displacement	7	24	7	29.2%
					102	325	96	29.5%

Demographics

Overall, most of the participants were Hispanic (88.5%), with 8.3% of participants who were African-American, and 4.2% of participants who were white.

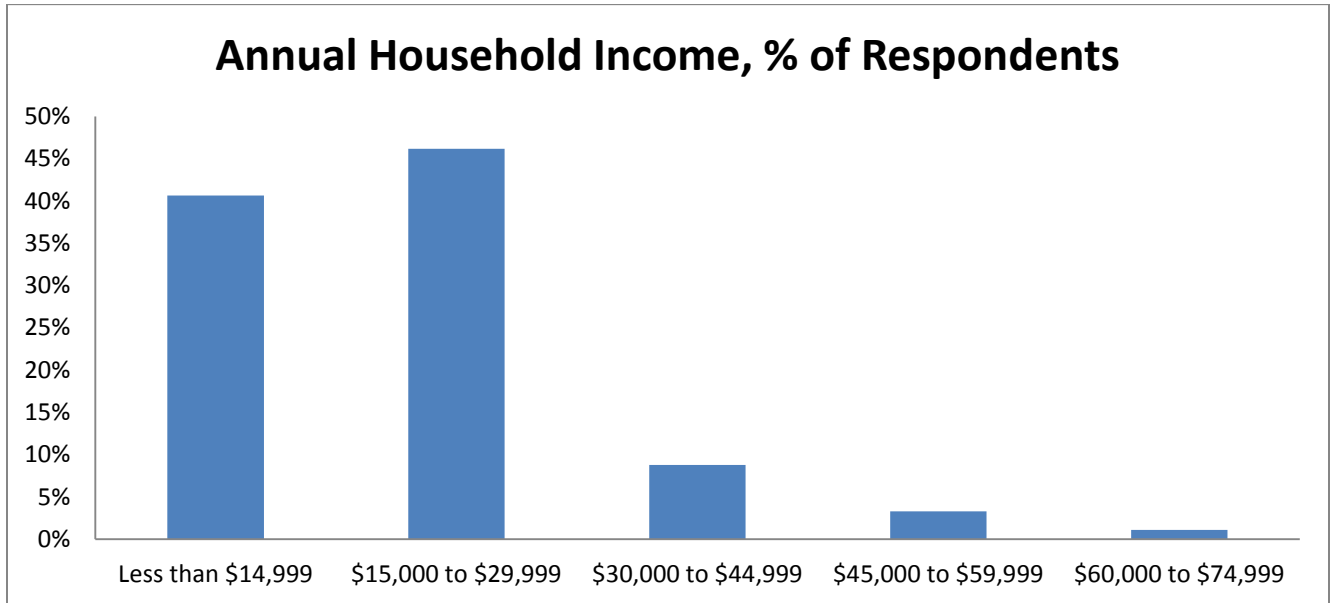
Here is a table of the main demographics:

Race/Ethnicity	% (number)
Hispanic	88.5% (84)
African-American	8.3% (8)
White	4.2% (4)
Household Information	
Average Members of Household	4.1
Average Number of Children	1.8
Average Adults Contributing to Household Costs	1.4
Percent with Children (0-17 y/o) in Household	76%
Percent with Seniors (62+ y/o) in Household	8%

School District Attended (if children in household)	
Orange County Schools	40.3%
Chapel Hill-Carrboro City Schools	59.7%

Annual Household Income

The families in this study were almost entirely very low income. Almost all families (87%) make less than \$30,000 per year.



Looking at Area Median Income, HUD defines AMI for a family of 4 in Chapel Hill as \$73,300. Given that the average members of the households for families in our study was 4.1, almost all of the families represented are at or below 40% of AMI, with 2 in 5 families at or below 20% of AMI.

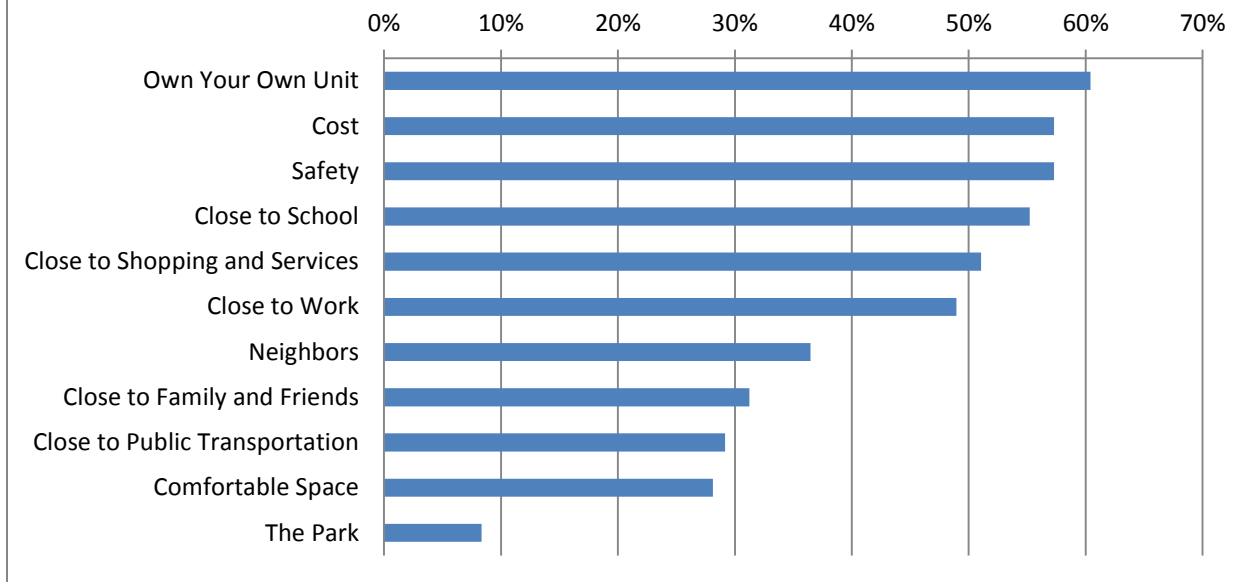
Current Mobile Home Information

59% of respondents live in mobile home parks located in the Town of Chapel Hill, 14% in the Town of Carrboro, 3% in the Town of Hillsborough, and 24% in Orange County, outside of town limits.

When asked how long they had lived in their mobile home, a quarter had lived there 1-4 years (25%), more than a quarter for 5-9 years, one fifth for 10-14 years, and 12% for 15-19 years. The majority of families owned their home (83%) but rented their park space (89%).

Overall, almost all of the residents were satisfied or very satisfied with their current mobile home (95%).

What do you like most about your current home?



Cost Information

Most families own their own home, which means they would pay for their mobile home space, water, electricity, and assorted other costs. The average rent for the mobile home space was \$342; once you add in the average cost for utilities, the total cost of housing is approximately \$568 per month.

For families who do not own their homes, the average total monthly cost for renting the mobile home is \$489 per month. When added to the others costs those residents pay, which in some cases includes space rental and usually includes utilities, is approximately \$787 per month. It is important to remember that very few families rent their homes: only 17% of families are bearing this full cost.

A majority of families (70%) said that rent has increased at least one or more times in the last 12 months, and the average that rent increased was \$44 dollars, with a maximum increase of \$90 dollars. These costs are broken down below:

Type of Bill	Average Cost per Month (Minimum, Maximum)
Mobile Home Mortgage	\$489 (200, 850)
Mobile Home Space	\$342 (280, 450)
Water	\$64 (20, 200)
Electricity	\$158 (50, 350)
Other (Including internet, cable, and cellphone most often)	\$192 (18, 400)

Owning or Renting Their Home

Almost all of the families preferred to own their homes in the future (95%), and almost the same number of families wanted to own their land in the future (93.5%). When asked if they could sell their mobile home that they currently own, only 56% of families said that they would sell if they could.

Services

Public Transportation

40% of families used public transportation. Of these families, the most common reason to use public transportation was for medical appointments or health services (73.7%). Getting to work (68.4%) and school (57.9%) were also common responses.

If the family did not use public transportation, all of them except one family said that they have a car and drove themselves (96.4%).

Services

When families were asked about where they went to access services, the only service where a majority of families mentioned that they would ask their neighbors were child care (52.4%). The next most common areas where residents would reach out to their neighbors were for transportation (41.7%), carpenters (40%), and electricians (30.4%). Most other services, including computer repair, lawn care, mechanics, medical care, and produce or food were sought outside the mobile home park.

Internet

Almost three-quarters of the mobile home parks had access to the internet (71.7%), and 80% of families living in those parks are connected to the internet in their homes.

Of the 28% of families who do not have access to the internet, half of them access it through their cellphones. One fifth of those families use the library, and around the same number don't use the internet (equivalent to less than 6% of all respondents).

Relocation

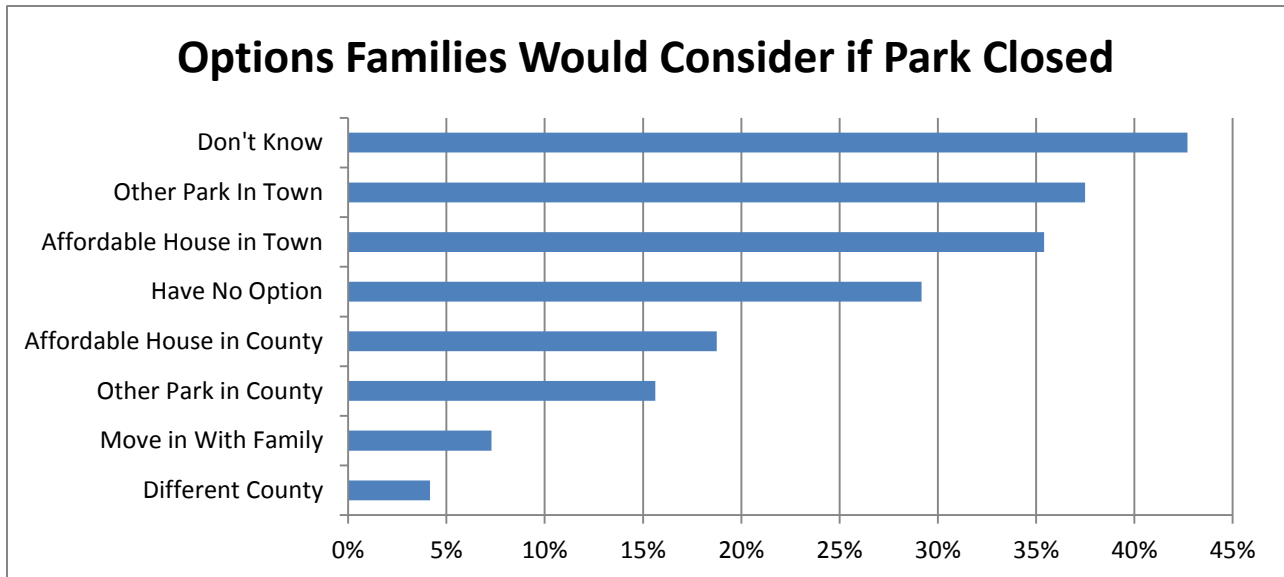
When asked about their preferences for their ideal living situation, 87% of families agreed that a detached single family home would be ideal. Similarly, 82.4% of families said that a multi-family or apartment building would be their **least** preferred option. In fact, some families said that they would never choose to live in an apartment building.

A majority of families selected a mobile home as their second choice (62%), and 59.3% listed an attached single family home like a townhome as their third choice.

Chapel Hill and Carrboro residents were asked if they would be happy relocating to outside of the Chapel Hill-Carrboro area. More than three fourths of families (79.7%) responded that they would not want to relocate outside of the Chapel Hill/Carrboro area. Only 1 in 5 families indicated that they would be willing to move outside CHC.

When asked why they would not want to relocate outside of the Chapel Hill and Carrboro area, almost half of the families cited the school system as the primary reason they would not want to leave. That reason is closely followed by being close to work and the store and liking the area. Almost 20% of families said that they depend on the public transportation system, as they can't drive (18.8%).

If the mobile home park closed, most families didn't know what options they had (43%), although another park in town or an affordable house in town were common responses. It is important to note that almost a third of families said they didn't have another option if their park closed (29%).



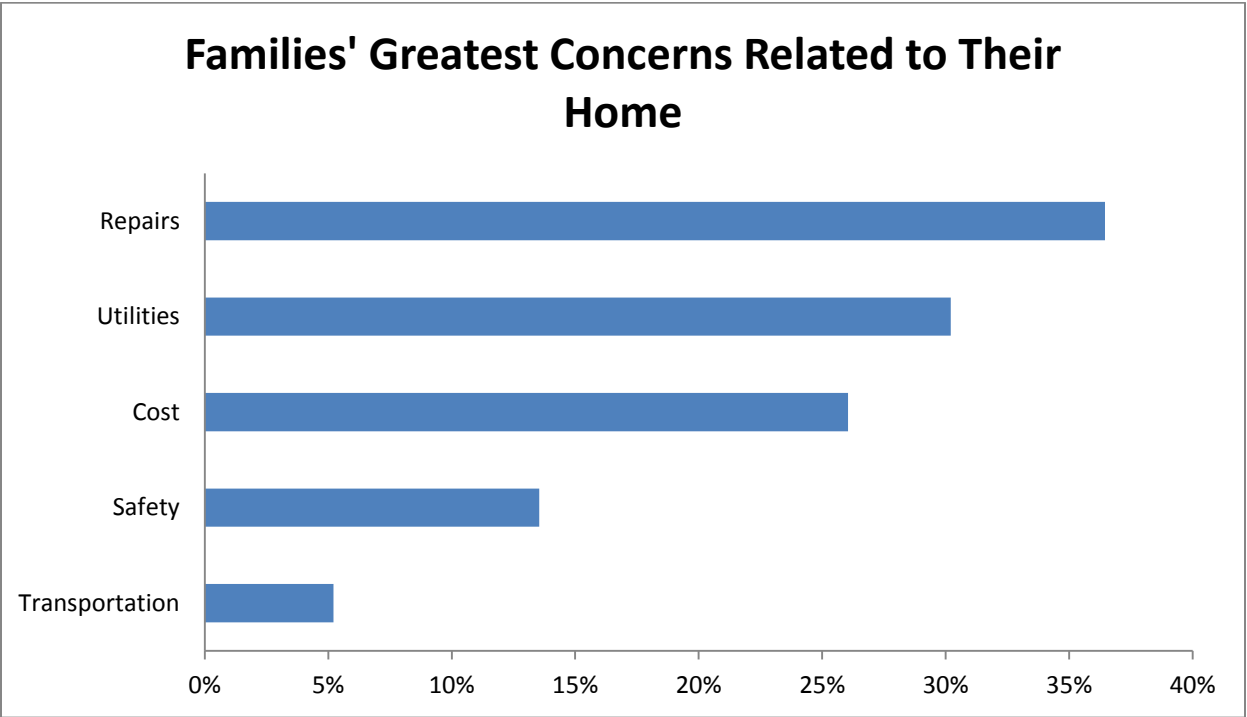
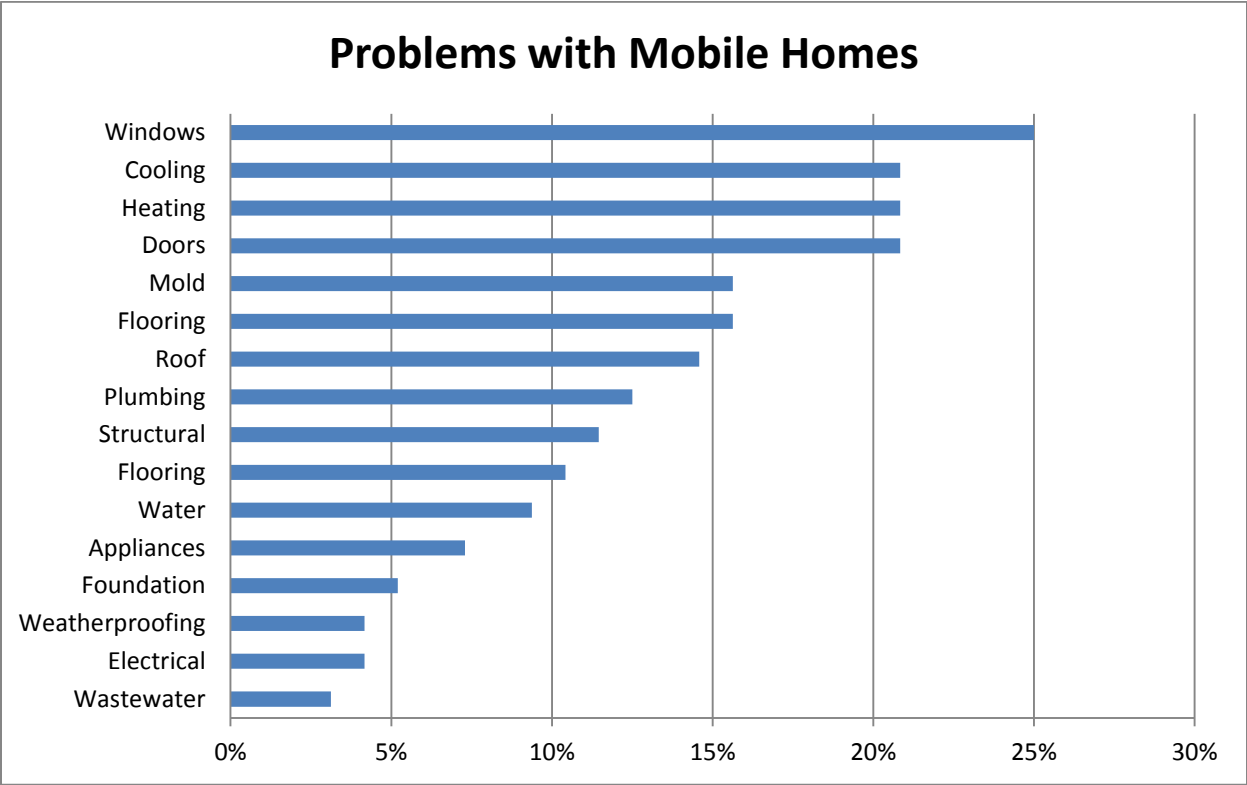
Most families do not want to move from their current mobile home park (85.4%). The most common priorities influencing families' decisions to move were the school system, proximity to family and friends, affordability, home ownership options, and proximity to stores and services.

When asked if funding was available to move their existing mobile home, 67.7% of families would apply, but some families expressed reservations about whether they would qualify and that their mobile home might not be moveable.

Mobile Home Conditions

All of the mobile homes in the survey were built before 2002. The majority were built in the 1990's (41.8%), with around a quarter built in the 1980's (26.6%). The oldest house was built in 1960, the most common year of manufacture was 1996, and the median year was 1986. Almost all of the homes (93.8%) were single-wide homes. In addition, two-thirds of homes had modifications like additions, porches, decks, or ramps.

When asked about issues, the most common responses were windows, doors, heating and cooling, mold, flooring, and the roof, in order of most to least frequent.



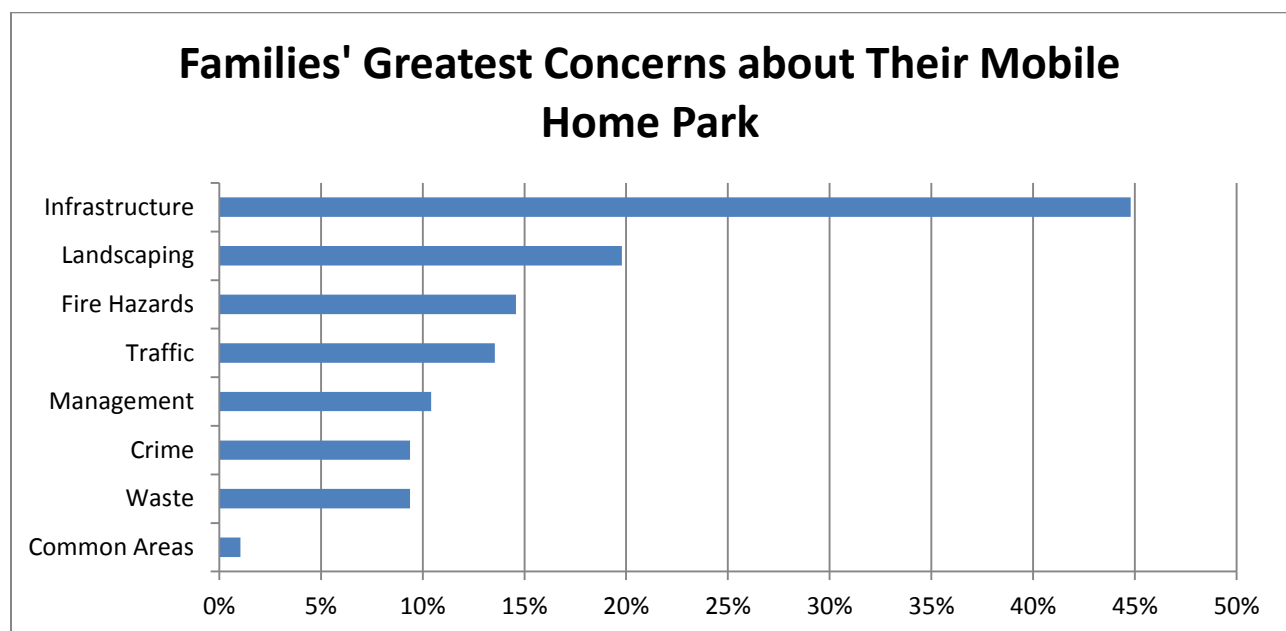
Approximately half of the families stated that their homes would not be able to relocate without significant damage (49.9%), and 40% of families said that their homes could be relocated; 10% did not answer the question.

There were differences in condition of the home between respondents in the Chapel Hill-Carrboro area and the Hillsborough and greater County area. In the Chapel Hill-Carrboro area, 49% of families said that their homes could not be moved without significant damage, compared to 65% of families in the County who could not move their homes.

When asked if they would apply for funding to repair and maintain their homes, 84.4% of families would apply.

Park Management

Only 17% of families were dissatisfied with current park management, although families had many suggestions for how to improve the mobile home park. They were asked about their greatest concerns related to their mobile home park, and their answers were overwhelmingly related to infrastructure problems:



Improvements to the Mobile Home Park

When families were asked how the mobile home park could be improved, the most common responses were to improve and fix the roads, with more than double the responses of other issues. The suggestions included adding gravel in places, repaving areas, and fixing potholes.

Other common concerns included adding green areas and a park or playground for children, having more space between homes, adding more lighting, and improving the quality of the water.

Living conditions in the parks have mostly stayed the same over the past three years, with 69% of families experiencing approximately the same living conditions. For those residents where conditions had changed, more of them had changed for the worse rather than the better, although they were around the same (16% worsened, while 14% improved).

Management Responsiveness to Resident Concerns

In the past, 2 in 5 families have tried to contact management with a problem about the park. Of those families, more than half of them (55%) were dissatisfied with management's responsiveness.

When asked about retaliation, only 20% of families were concerned about the manager and/or owner getting back at them for complaints or requests. Of those families, all except one identified as Hispanic.

On the other hand, 62.8% of families would file an anonymous complaint if that was available, signaling that retaliation may be a larger concern than the original data would suggest.

One resident told the following story:

"We complained about the potholes in the road for a long time. Finally, our manager bought gravel and filled in the holes. However, a few months later, rent went up a lot for everyone. We could never prove that it was because of gravel, but now we're afraid to complain about anything."

Additional Observations by the Survey Team

During survey administration, many families discussed other relevant topics with the survey team:

Documentation Status: Although not collected in the survey, many families expressed that documentation status can be a significant obstacle, even for those families who have "mixed status" (the children are citizens, but the parents are not). The lack of legal status for parents can restrict the services that they are eligible to receive and can complicate other issues. For example, some mobile home residents have the signed title from the previous owner, but in order to put the title in their name they need a North Carolina driver's license, which they can't get if they're undocumented. Families are very interested in programs where they could put in work to buy a home and the land it sits on, but are concerned they may not qualify because of their documentation status. They are afraid that there may be similar limitations on alternatives offered through other government programs because of their status. There are also fears about benefitting from governmental housing support more generally, even if they qualify, because of the potential implications of publically recognizing their status.

Appendix A: Letter to Residents

[Date]

[address line 1]

[city, state zip]

Dear Orange County Resident:

I am writing to invite you to participate in the 2017 Survey of Mobile Home Residents, a process that is being conducted by Orange County. This assessment is part of an effort to increase housing that is affordable for Orange County mobile home park residents.

In Orange County we are aware of the challenges of having good housing that is affordable. Housing costs continue to rise and some residents struggle to make ends meet. The County is involved in efforts to increase housing that is affordable and to respond to the priorities of residents living in mobile home parks.

We need the voices of mobile home residents in this process. To do this, we are conducting a survey to learn more about your experiences. Members of the Family Success Alliance, an Orange County Health Department initiative, will visit various mobile home parks in the coming weeks to conduct a survey and will share the results of this survey with the County to help determine what actions can be taken to support our mobile home park communities.

The survey is completely voluntary, and it should take no more than 30 minutes to complete. There are no right or wrong answers. You may refuse to answer any question you don't feel comfortable with. Your answers will be completely confidential. The information you give us will not be linked to you in any way. Thanks in advance for your participation.

In the upcoming weeks someone may come to your door and ask you to complete this survey with us. If you have any questions or comments about this assessment we would be happy to talk with you. You can call Meredith McMonigle at 919-245-2071 or email mmcmonigle@orangecountync.gov.

Thank you very much for helping with this assessment.
Sincerely,

Bonnie Hammersley
County Manager

Appendix B: Final Survey in English

Mobile Home Park _____ - _____ - E01
(park ID) (nav ID) (survey ID)

Date: _____ Time: _____

1. Where is your mobile home park located?
 - A. In the Town of Chapel Hill
 - B. In the Town of Carrboro
 - C. In the Town of Hillsborough
 - D. In Orange County, outside of town limits
2. What do you like most about your current home? (Please select up to five)
 - A. Own your own unit
 - B. Cost/affordability
 - C. Comfortable living space/size of the unit
 - D. Safety
 - E. Neighbors
 - F. Mobile home park
 - G. Close to work
 - H. Close to schools
 - I. Close to family and friends
 - J. Close to public transportation
 - K. Close to shopping and services
 - L. Other (Specify) _____
3. How satisfied are you with your current mobile home?
 - A. Very satisfied
 - B. Satisfied
 - C. Dissatisfied
 - D. Very dissatisfied
4. Please provide the total number adults, seniors, and/or children in your household below:
of adults (18 and older) ____ # of seniors (62 and older) ____ # of children (17 and under) ____
5. If you have children in the public school system, which school district do your children attend?
 - A. Orange County Schools
 - B. Chapel Hill – Carrboro City Schools
 - C. N/A
6. What is your total annual household income? (select one)
 - A. Less than \$14,999
 - B. \$15,000 to \$29,999
 - C. \$30,000 to \$44,999
 - D. \$45,000 to \$59,999
 - E. \$60,000 to \$74,999
 - F. \$75,000 to \$89,999
 - G. \$90,000 to \$104,999
 - H. \$105,000 to \$124,999
 - I. \$125,000 to \$149,999
 - J. \$150,000 or more
7. How many members of your household contribute to housing costs (mortgage and/or rent)?
 - A. 1
 - B. 2
 - C. 3
 - D. 4
 - E. 5 or more
8. What race(s) or ethnicities do you identify yourself with? (select all that apply)
 - A. American Indian or Alaska Native
 - B. Asian
 - C. Black or African American
 - D. Hispanic, Latino, or Spanish Origin
 - E. Native Hawaiian or Other Pacific Islander
 - F. White
 - G. Other _____
9. How long have you lived in your mobile home?
 - A. Less than 1 year
 - B. 1 to 4 years
 - C. 5 to 9 years
 - D. 10 to 14 years
 - E. 15 to 19 years
 - F. 20 or more (Please specify: ____ years)
10. Do you own or rent your mobile home?

A. Own

B. Rent

11. Do you own or rent your mobile home park space?
 A. Own B. Rent
12. What is the approximate monthly cost for your mobile home and mobile home park space?
 Home \$ _____ Space \$ _____
13. How many rental increases have you experienced in the last 12 months?
 A. None D. 5 – 6
 B. 1 – 2 E. 7 or more
 C. 3 – 4

In total, how much has your rent increased in the last 12 months? \$ _____

Please provide additional monthly costs. If these are included in your monthly rental fee please indicate that.

	Included in monthly rental fee?
Water \$ _____	Yes/No
Sewer/Waste Water \$ _____	Yes/No
Electrical \$ _____	Yes/No
Trash \$ _____	Yes/No
Other Costs (Specify below) \$ _____	Yes/No

14. Would you prefer to own or rent your home in the future? (select one)
 A. Own B. Rent
15. Would you prefer to own or rent your land in the future?
 A. Own B. Rent
16. If you own your mobile home and could sell it, would you?
 A. Yes B. No
17. If your preference is to own, what keeps you from buying a home? (Select all that apply)
 A. Not enough income D. Lack of a down payment
 B. Poor credit E. Legal issues
 C. Lack of affordable housing options F. Other (Please specify) _____

Services

18. Do you regularly use public transportation (i.e. Chapel Hill Transit, Orange Public Transportation)?
 A. Yes B. No
- If yes, where to? (Select all that apply)
- | | |
|-------------|---|
| C. Work | F. Medical Appointments/Health Services |
| D. School | G. Personal |
| E. Shopping | H. Other (Please specify) _____ |
- If no, how do you get around?
- | | |
|--|---------------------------------|
| A. I have a car and drive myself | D. I bike |
| B. Someone in my household drives a personal car | E. I walk |
| C. I get rides from neighbors or family members | F. Other (Please specify) _____ |

19. When you are in need of or require the services listed below, do you most frequently ask your neighbors in the mobile home park or service providers outside of the mobile home park? (select all that apply)

- | | | |
|-------------------------------|--------------|------------|
| 1. Carpenter | A. Neighbors | B. Outside |
| 2. Child Care | A. Neighbors | B. Outside |
| 3. Computer/Technology Repair | A. Neighbors | B. Outside |
| 4. Electrician | A. Neighbors | B. Outside |
| 5. Lawn Care/Landscaping | A. Neighbors | B. Outside |
| 6. Mechanic | A. Neighbors | B. Outside |
| 7. Medical/Health Care | A. Neighbors | B. Outside |
| 8. Produce/Food Sales | A. Neighbors | B. Outside |
| 9. Transportation | A. Neighbors | B. Outside |

20. Does your mobile home park have access to internet?

- A. Yes B. No

If yes, is your home connected to internet?

- A. Yes B. No

If no, how do you access the internet when you need to? (Please specify)

Relocation

21. Please rank which housing type would be your ideal living situation, regardless of potential costs. (1 being the option you prefer the most, 4 being the option you prefer the least)

- ____ Detached single family home (i.e. a standalone house that is a free-standing residential building)
- ____ Mobile home
- ____ Attached single family home (i.e. townhouse, duplex)
- ____ Multi-family (i.e. apartment)

22. For Chapel Hill and Carrboro residents: If you were to relocate, would you be happy relocating to a community outside of the Chapel Hill and Carrboro area?

- A. Yes B. No

If no, please specify why? _____

23. What potential relocation options would you consider if your mobile home park was to close and residents had to leave? (Please select up to four)

- | | |
|---|---------------------------|
| A. Move to a different park in town | F. Move in with family |
| B. Move to a different park in the county | G. Have no option |
| C. Move to an affordable apartment or house in town | H. Don't know |
| D. Move to an affordable apartment or house in the county | I. Other (Please specify) |
| E. Move to a different county | J. _____ |

24. Do you prefer to move from your existing mobile home and park?

- A. Yes B. No

If you prefer to move, what priorities influence your decisions about where to live? (Please select up to four)

- | | |
|---------------------------------------|-----------------------------|
| A. School system | G. Pedestrian/bike friendly |
| B. Proximity to public transportation | H. Affordability |

- C. Proximity to family and friends
- D. Proximity to shopping and services
- E. Proximity to jobs
- F. Safety
- I. Home ownership options
- J. Rental options
- K. Other (Please specify)

25. If funding was available to move your household and your existing mobile home, if it can be moved, would you apply?

- A. Yes
- B. No

Mobile Home Conditions

26. What year was your mobile home manufactured/built? _____

27. Is your mobile home a single wide or double wide?

- A. Single
- B. Double

28. Have modifications been made to your mobile home? (i.e. additions, porches, decks, ramps)

- A. Yes
- B. No

29. Does your mobile home have issues with any of the following? (Please select all that apply and provide any additional comments or details on the next page.)

- A. Water (well/public water)
- B. Wastewater (septic/public sewer)
- C. Electrical
- D. Roof
- E. Windows (including leaks)
- F. Doors (including leaks)
- G. Flooring/carpeting
- H. Structural
- I. Foundation/insulation/set up
- J. Mold
- K. Heating systems
- L. Cooling systems
- M. Plumbing
- N. Flooring
- O. Installation/weather proofing
- P. Appliances
- Q. Other (Please specify)

Additional Comments or Details: _____

30. Greatest concerns related to your home? (Please select up to three)

- A. Housing costs (including home and space)
- B. Home repairs
- C. Paying for utilities
- D. Feeling safe
- E. Lack of convenient transportation
- F. Other (Please specify)

31. Would your mobile home be able to relocate or move to another location without resulting in significant damage?

- A. Yes
- B. No

32. If funding was available for repair and maintenance to your existing home, would you apply?

- A. Yes
- B. No

Park Management

33. How satisfied are you with current park management?

- A. Very satisfied
- B. Satisfied
- C. Dissatisfied
- D. Very dissatisfied

34. What are your greatest concerns related to your mobile home park? (Please select all that apply and provide any additional comments)

- A. Fire hazards (abandoned homes, inoperable vehicles) _____
- B. Landscaping (grass, overgrown vegetation, weeds) _____
- C. Traffic (busy streets, lack of access points, speeding) _____
- D. Solid waste collection (trash, junk, recycling) _____
- E. Crime and safety _____
- F. Park infrastructure (roads, lighting, fencing, stormwater, flooding) _____
- G. Common area maintenance (playgrounds, laundry, swimming pools) _____
- H. Park management _____
- I. Other (Please specify) _____

35. If you could improve one thing within your mobile home park, what would it be?

36. How have living conditions in the park changed in the last three years?

- A. They have worsened
- B. They have stayed the same
- C. That have improved

37. In the past, have you attempted to contact management regarding a problem?

- A. Yes
- B. No

If yes, how satisfied are you with management's responsiveness?

- A. Very satisfied
- B. Satisfied
- C. Dissatisfied
- D. Very dissatisfied

Did management resolve the problem and how? (Please specify)

38. Are you concerned with issues of retaliation from the mobile home park manager and/or owner?

- A. Yes
- B. No

39. If there was a resource to file an anonymous complaint on a mobile home park manager and/or owner, would you?

- A. Yes
- B. No

Please provide any additional comments:

FOR OFFICIAL USE ONLY:

Navigator Notes (if notes relate to a specific question, please indicate the question number.):

Appendix C: Final Survey in Spanish

Mobile Home Park _____ - _____ - _____
(park ID) (nav ID) (survey ID)

Date: _____ Time: _____

40. ¿Dónde se encuentra ubicado el parque de casas móviles donde usted vive?
- A. En la ciudad de Chapel Hill
 - B. En la ciudad de Carrboro
 - C. En la ciudad de Hillsborough
 - D. En el Condado de Orange, fuera de los límites de la ciudad
41. ¿Qué es lo que más le gusta de su vivienda actual? (Seleccione hasta cinco)
- A. Es dueño de su propia unidad
 - B. El costo/la accesibilidad
 - C. El espacio es cómodo/el tamaño de la unidad
 - D. La seguridad
 - E. Los vecinos
 - F. El parque de casas móviles
 - G. Cerca del trabajo
 - H. Cerca de las escuelas
 - I. Cerca de familiares y amigos
 - J. Cerca del transporte público
 - K. Cerca de las tiendas y otros servicios
 - L. Otro (especifique) _____
42. ¿Qué tan satisfecho está con su casa móvil actual?
- A. Muy satisfecho
 - B. Satisfecho
 - C. Insatisfecho
 - D. Muy insatisfecho
43. Por favor a continuación escriba el número total de adultos, adultos mayores y niños en su hogar:
de adultos (18 a 61 años) _____ personas de 62 años o más _____ niños (17 años o menos) _____
44. Si tiene niños en el sistema escolar público, ¿a qué distrito escolar asisten sus niños?
- A. Orange County Schools
 - B. Chapel Hill – Carrboro City Schools
 - C. N/A (No Aplica)
- Escuelas del Condado de Orange Escuelas de las ciudades de Chapel Hill- Carrboro*
45. ¿Cuál es el ingreso anual total de su hogar? (selecta uno)
- A. Menos de \$14,999
 - B. \$15,000 a \$29,999
 - C. \$30,000 a \$44,999
 - D. \$45,000 a \$59,999
 - E. \$60,000 a \$74,999
 - F. \$75,000 a \$89,999
 - G. \$90,000 a \$104,999
 - H. \$105,000 a \$124,999
 - I. \$125,000 a \$149,999
 - J. \$150,000 o más
46. ¿Cuántos miembros de su hogar contribuyen a los costos de la vivienda (hipoteca y/o alquiler)?
- a. 1
 - b. 2
 - c. 3
 - B. 4
 - C. 5 o más
47. ¿A qué grupo racial o étnico se identifica más? (Seleccione todas las que apliquen)
- A. Nativo Americano o Nativo de Alaska
 - B. Asiático
 - C. Negro o Afroamericano
 - D. Origen Hispano, Latino, o Español
 - E. Nativo de Hawái u otra Isla del Pacífico
 - F. Blanco
 - G. Otro _____
48. ¿Cuánto tiempo ha vivido en su casa móvil?
- A. Menos de un año
 - B. 1 a 4 años
 - C. 5 a 9 años
 - D. 10 a 14 años
 - E. 15 a 19 años
 - F. 20 o más (Por favor especifique: _____)

años)

49. Su casa móvil ¿es propia (es el dueño) o es alquilada?

A. Propia

B. Alquilada

DRAFT

50. ¿Posee (es el dueño) o alquila el espacio de aparcamiento de su casa móvil?
 A. Es propio B. Lo alquilo
51. ¿Cuál es el costo mensual aproximado de su casa móvil y el espacio de aparcamiento?
 Casa \$ _____ Espacio de aparcamiento \$ _____
52. ¿Cuántos aumentos del alquiler ha experimentado en los últimos 12 meses?
 A. Ninguno D. 5 – 6
 B. 1 – 2 E. 7 o más
 C. 3 – 4
- En total, ¿cuánto ha aumentado su renta en los últimos 12 meses? \$ _____

Por favor proporcione los costos mensuales adicionales. Si estos costos están incluidos en su cuota de alquiler mensual, solo marque poniendo un ganchito (✓) de verificación.

		Esta incluido en la renta?
	Agua (water) \$ _____	Si/No
Alcantarillado y Aguas Residuales (Sewer/Waste Water)	\$ _____	Si/No
Electricidad (Electrical/Electricity)	\$ _____	Si/No
Basura (Trash)	\$ _____	Si/No
Otros costos (por favor especifíquelos a continuación)	\$ _____	Si/No

53. Si actualmente alquila, ¿en el futuro preferiría ser dueño o alquilar? (selecta uno)
 A. Dueño B. Alquilar
54. Si actualmente es dueño, ¿en el futuro preferiría ser dueño o alquilar?
 A. Dueño B. Alquilar
55. Si es dueño de su casa móvil y pudiera venderla, ¿la vendería?
 A. Sí B. No
56. Si usted prefiere tener vivienda propia, ¿qué le impide comprar una casa?
 (Seleccione todas las que apliquen)
- | | |
|--|--|
| A. No tengo ingresos suficientes | D. Falta del pago inicial (down payment) |
| B. Mal crédito | E. Asuntos legales |
| C. Falta de opciones de vivienda asequible | F. Otro (por favor especifique) |
- _____
- _____
- _____

Servicios

57. ¿Utiliza el transporte público? (por ejemplo, Chapel Hill Transit, Orange Public Transportation)
 A. Sí B. No *Los autobuses de Chapel Hill El transporte público de Orange*
 ¿Si contestó sí, para ir a dónde? (Seleccione todas las que correspondan)
- | | |
|---------------|---------------------------------------|
| A. Trabajo | D. Citas médicas/Servicios de Salud |
| B. Escuela | E. Asuntos personales |
| C. De compras | F. Otro (Por favor especifique) _____ |
58. Cuando necesita o requiere los servicios listados a continuación, ¿con mayor frecuencia los pide a sus vecinos en el parque de casas móviles o a proveedores de servicios fuera del parque de casas móviles?
 (Seleccione todas las que apliquen)
- | | | |
|---|------------|----------------------|
| 1. Carpintería | A. Vecinos | B. Persona de afuera |
| 2. Cuidado de niños | A. Vecinos | B. Persona de afuera |
| 3. Reparación de computadora/tecnología | A. Vecinos | B. Persona de afuera |

- | | | |
|---|------------|----------------------|
| 4. Electricista | A. Vecinos | B. Persona de afuera |
| 5. Cuidado del césped/arreglo del patio | A. Vecinos | B. Persona de afuera |
| 6. Mecánico | A. Vecinos | B. Persona de afuera |
| 7. Servicios médicos o de salud | A. Vecinos | B. Persona de afuera |

8. Venta de productos o alimentos A. Vecinos B. Persona de afuera

9. Transporte A. Vecinos B. Persona de afuera

59. ¿Su parque de casas móviles tiene acceso a servicios de Internet?

- A. Sí B. No

Si contestó sí, ¿está su casa conectado a los servicios de internet?

- A. Sí B. No

Si contestó no, ¿cómo obtiene acceso /se conecta a Internet cuando lo necesita?

(Por favor especifique) _____

Reubicación

60. Por favor clasifique qué tipo de vivienda sería su situación de vivienda ideal, sin tomar en cuenta los costos potenciales. (1 sería la opción que más prefiere, 4 la opción que usted menos prefiere)

____ Casa unifamiliar separada (es decir: una casa independiente que es una residencia individual)

____ Casa móvil

____ Casa unifamiliar unida (es decir, casa adosada/unida, dúplex)

____ Edificio de múltiples -familias (por ejemplo, un apartamento)

61. Para los residentes de Chapel Hill y Carrboro: Si fuera a reubicarse/mudarse, ¿sería feliz reubicándose a una comunidad fuera de la zona de Chapel Hill y Carrboro?

- A. Sí B. No

Si contestó no, por favor especifique ¿por qué? _____

62. ¿Qué opciones potenciales de reubicación consideraría si su parque de casas móviles cerrara y los residentes tuvieran que mudarse? (Por favor, seleccione hasta cuatro)

- | | |
|--|---------------------------------|
| A. Moverme a un parque diferente en la ciudad | F. Irme a vivir con familiares |
| B. Moverme a un parque diferente en el condado | G. No tengo opción |
| C. Moverme a un apartamento o casa asequible en la ciudad | H. No lo sé |
| D. Moverme a un apartamento o casa asequible en el condado | I. Otro (Por favor especifique) |
| E. Moverme a otro condado | J. _____ |

63. ¿Prefiere mudarse de su actual casa móvil y parque?

- A. Sí B. No

Si prefiere mudarse, ¿qué prioridades influyen su decisión sobre dónde vivir?

(Por favor, seleccione hasta cuatro)

- | | |
|---|--------------------------------------|
| a. Sistema escolar | g. Apto para peatones y bicicletas |
| b. Proximidad al transporte público | h. Asequibilidad (costo razonable) |
| c. Cercanía a familiares y amistades | i. Opciones para tener casa propia |
| d. Cercanía a servicios y centro de compras | j. Opciones para alquiler |
| e. Cercanía a trabajos | k. Otro (Por favor especifique)_____ |
| f. Seguridad | B. _____ |

64. Si hubiera financiamiento disponible para mover a los miembros de su hogar y su casa móvil actual, si la casa móvil puede moverse, ¿aplicaría usted para ese financiamiento?

- A. Sí B. No

Condiciones de la Casa Móvil

65. ¿En qué año fue fabricada/construida su casa móvil? _____
66. ¿Es su casa móvil de anchura sencilla (single wide) o doble (double wide)?
A. Sencilla (Single) B. Doble (Double)
67. ¿Se han hecho modificaciones a su casa móvil? (adiciones, porches, terrazas/plataformas, rampas)
A. Sí B. No
68. ¿Su casa móvil tiene problemas con algo de lo siguiente? (Seleccione todo lo que aplique y proporcione comentarios adicionales o detalles en la página siguiente).
- | | |
|---|--|
| A. Agua (pozo/servicio de agua pública) | K. Sistemas de calefacción |
| B. Aguas residuales (tanque séptico/alcantarillado público) | L. Sistemas de refrigeración(aire acondicionado) |
| C. Electricidad | M. Plomería |
| D. Techo | N. Suelos/pisos |
| E. Ventanas (incluyendo filtraciones o fugas) | O. Instalación/impermeabilización |
| F. Puertas (incluyendo filtraciones o fugas) | P. Electrodomésticos |
| G. Pisos/alfombras (moquetas) | Q. Otro (por favor especifique) _____ |
| H. Estructura | |
| I. Fundación/aislamiento(insulation)/montaje (set-up) | |
| J. Moho | |
- Comentarios o Detalles Adicionales: _____

69. ¿Cuáles son las mayores preocupaciones relacionadas con su casa? (Por favor, seleccione hasta tres)
- | | |
|---|---------------------------------------|
| A. Precio de vivienda (incluyendo casa y espacio) | D. Sentir seguridad |
| B. Reparaciones de la casa | E. Falta de transporte conveniente |
| C. El pago de las utilidades | F. Otro (por favor especifique) _____ |
70. ¿Podría su casa móvil ser trasladada o movida a otra ubicación sin que sufra daños significativos?
A. Sí B. No
71. Si hubiera fondos disponibles para reparación y mantenimiento de su casa, ¿aplicaría usted?
A. Sí B. No

La Administración del Parque

72. ¿Qué tan satisfecho está con la gerencia/administración actual del parque?
A. Muy satisfecho C. Insatisfecho
B. Satisfecho D. Muy insatisfecho
73. ¿Cuáles son sus mayores preocupaciones relacionadas con su parque de casas móviles? (Por favor seleccione todas las que apliquen y proporcione comentarios adicionales)
- A. Riesgos de incendio (casas abandonadas, vehículos inoperables) _____
 - B. Las áreas verdes (césped, vegetación frondosa, malezas) _____
 - C. El tráfico (calles muy frecuentadas, falta de vías de acceso, exceso de velocidad) _____
 - D. Recolección de residuos sólidos (basura, chatarra, reciclaje) _____
 - E. El crimen y la

- seguridad_____
- F. La infraestructura del parque (calles, iluminación, cercas, aguas pluviales, inundaciones)_____
 - G. El mantenimiento de las áreas comunes (área de juegos infantiles, lavandería, piscinas)_____
 - H. Los administradores del parque_____
 - I. Otro (por favor especifique) _____

74. Si usted pudiera mejorar algo dentro de su parque de casas móviles, ¿Qué mejoraría?

75. ¿Cómo han cambiado las condiciones de vida en el parque de casas móviles en los últimos tres años?

- A. Han empeorado
- B. Se han mantenido igual
- C. Han mejorado

76. En el pasado, ¿han intentado ponerse en contacto con la administración con respecto a algún problema?

- A. Sí
- B. No

Si respondió sí, ¿qué tan satisfecho está con la capacidad de respuesta de la administración?

- C. Muy satisfecho
- D. Satisfecho
- E. Insatisfecho
- F. Muy insatisfecho

¿Resolvió el problema la administración y cómo lo resolvió? (por favor especifique)

77. ¿Está preocupado por cuestiones de represalias de parte de la administración o el propietario del parque de casas móviles?

- A. Sí
- B. No

78. Si hubiera un recurso para presentar una denuncia anónima sobre la administración o el propietario del parque de casas móviles, ¿presentaría usted una denuncia?

- A. Sí
- B. No

Por favor comparta cualquier comentario adicional:
