

Meeting of the Mobile Home Rent Control Board held on Monday, August 25, 2022 beginning at 6:00 pm in Hearing Room #1 and #2, Town Hall.

Members Present: Antonio Goncalves, Michael Szlosek, Mary Evangelista and Joseph Young

Also Present: Attorney Rose Crowley

First Order of Business: The Pledge of Allegiance

Mr. Goncalves: This is the second session of the hearing of Hillside Valley LLC's notice of claim for a rent increase. The first session of the hearing was stopped two weeks ago because of a problem with service. Has that problem been resolved?

Attorney Kraus: Yes.

Mr. Goncalves: Can we have the certificates please?

Mr. Goncalves: We are going to take this in as evidence. We'll mark this A1. Now that we have resolved that issue, we are going to start over again. The hearing is conducted by the Ludlow Mobile Home Rent Control Board to consider Hillside Valley LLC's request for a rent increase from \$287.97 to \$399.00 a month per unit at the Hillside Valley Mobile Home Park here in Ludlow. The owner's request for a rent increase will be considered based on the evidence presented at this hearing. The Board will make a determination as to whether the increase requested, a lesser increase or no increase is warranted to assure a fair net operating income to the owner. Fair net operating income is defined in Chapter 20 of the Acts of 1983 that established this Board and is in our Town bylaws at Chapter 12, Section 2. Fair net operating income is that income which will yield a return after all reasonable operating expenses on the fair market value of the property equal to the debt service rate for residential or commercial property generally available from institutional first mortgage lenders. This Board, on the basis of the evidence presented to it at this hearing, may adopt a different rate of return if such a different rate of return is deemed to be by the Board to be more appropriate of the circumstances of the case before it. Fair market value of the property is defined as the current assessed evaluation of the property or any other evaluation the Board feels more appropriate to the situation. Again, the Board's determination of such elements as fair market value, available debt service rate and income and expenses along with the ultimate question of what if any rent increase is justified will be based on the evidence presented at this hearing by both the owner and the residents. Evidence may be admitted and given probative effect only if it's the kind of evidence on which reasonable persons are accustomed to rely in the conduct of serious affairs. That's from General Laws Chapter 38, Section 11, Section 2. Evidence may be admitted and given probative effect only if it's the kind of evidence on which reasonable persons are accustomed to rely on the conduct of serious affairs. In conducting this hearing, it is our duty to conduct a fair hearing to ensure the rights of the owner and the residents are protected. The hearing is being conducted pursuant to the requirements Mass General Laws 38, and the adjudicatory rules. Towards that end, as chair of the Board, I will ask all present to conduct themselves with decorum; that individuals speak one at a time and only speak when recognized by the chair. This meeting is being recorded. It is very important that each speaker be heard clearly, and their identity recognized. So before speaking, please wait to be

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recognized by the chair, stand, identify yourself for the record and let us know your interest in the matter and that's each and every time that you address us, please. The order proceeding will be as follows. As it is the owner's notice of claim, he will present his evidence first. Board members may ask questions of the owner at any time. Residents of the park may ask the owner questions after the owner has finished his presentation. Once this is done, the residents will have an opportunity to present their evidence. Again, Board members may ask questions at any time. The owner may ask questions after the residents have completed their presentation. Once all the evidence is in, the hearing will be closed, the Board will deliberate to make a determination based on the evidence presented. Any questions so far? Has everyone here printed and signed their name on the attendance sheet? Could the owner, residents and all others who may testify today and you will be required to do this if you are going to testify, raise your right hand please. If you plan on talking, you need to swear in. Do you solemnly and sincerely affirm under the penalties of perjury that any testimony that you are about to give shall be the truth, the whole truth and nothing but the truth?

All: I do.

Mr. Goncalves: We are going to mark Exhibit A the owner's notice of claim; B the notice of this hearing, the Board's certificate of service and the notice of hearing and the owner's certificate of service to the additional residents as D. Is there any objections to that please?

Attorney Kraus: Mr. Chairman can you do that again?

Mr. Goncalves: Yes. This is A1. So, the owner's notice of claim will be A please. The Board's notice of the hearing will be B. The Board's certificate of service for the notice of the hearing and the owner's certificate of service to the additional residents will be A1 and D. Is that fair? The owner's certificate of service and the additional residents which was given to us today. So, we'll go D and the additional residents A1.

Attorney Kraus: So, Mr. Chairman we skipped C. If I'm doing the alphabet, I'm just trying, is there a C.

Mr. Goncalves: There is no C that I can see of here unless this is the C here Ros

Attorney Crowley: The owner's notice of claim is A; the Board's notice of hearing is B.

Mr. Goncalves: Is this C and it just looks like a copyright thing?

Attorney Crowley: That is C.

Mr. Goncalves: The Board's certificate of service for the notice of hearing will be C.

Attorney Kraus: Thank you Mr. Chairman.

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Mr. Goncalves: And the owner's certificate of additional residents will be A1. It's already marked. With the housekeeping done, we are going to begin with Hillside Valley LLC's presentation of their evidence please.

Attorney Kraus: Thank you Mr. Chairman, through you to your members, my name is Robert Kraus. I'm an attorney representing Hillside Valley LLC. Here with me tonight is Tom Lennon, the manager of the park. I think many of you on the Board know the history of this park. I do. I'm sure the residents do. Mr. Lennon purchased the park in June of 2021, about a year ago. As he will describe, he's completed and undertaken major renovations and improvements to the community that he has been applauded for throughout the town. I know the officials of the community according to Tom have indicated to him that he's done a terrific job. There are 74 sites in the park. There is one residential house that is on the site. The rent today is \$287.97. We are asking that it go to \$399.00 a month. This has been going on for a year basically where it's almost like deja vu all over again. We have been going through this to increase the rent in this community, but for some glitches it would have already been already put through, but we are here tonight along with your counsel and the Board to ensure that we comply with all aspects of Massachusetts Law, which include 801CMR101 which is the formal rules of adjudication, your chapter which was authorized by special legislation and 30A the administrative laws of the Commonwealth of Massachusetts. Again in 2021, Hillside applied for it, and he received an increase to this very same amount. I think you understand or received a petition signed by just about everyone in the community acknowledging the work that Tom had done on behalf of Hillside Valley LLC and did not object to the increase. In fact, we had the increase paid by everyone except one resident, but because of some litigation instituted against the town including us we rescinded that increase and refunded everyone who paid more than the rent that was ongoing at that time. So, we are here again to pursue the notice of claim which was dated for May of this year and which you've already marked into evidence. I can tell you that the rent probably hasn't increased since 2010 or before and I'll make reference to the notice of claim, and I know Tom will be presenting some updated information. Based upon your regulations, we have provided to the extent that is available financial statements; given that Tom has only owned the park for a year, there's a current financial statement. You can see from the filing the listing of the work that Tom has done in the community, and I'll leave it to him to describe that since he should be very proud of it. As the regulations indicate, the assessed value or a more definitive alternative valuation can be used for the community. There's an appraisal from Cushman and Wakefield which has been provided in the package and you can see the valuation in 2150, it's in their valuation. We've also attached the sewer bills and other bills that we've received from the community, but they've increased and changed, and Tom can update you, but that's a matter of public record what our bills are. We provided the certificate with respect to notifying everyone in the community. With respect as the Chairman read, the definition in your regulations on a fair net operating income provide as you stated Mr. Chairman that on a case-by-case basis this Board can determine a different rate of return if it is deemed to be appropriate for the circumstances in the case before you. So, what we are asking for is that increase as I've indicated and is set forth in the notice of claim and respectfully, we believe that we have submitted some information on the record on paper to substantiate it. What I'd like to do now is ask Mr. Lennon if he would go through and describe his financials and the work that he has done in the park.

Mr. Lennon: Thank you for coming out. A couple things in no particular order, everyone knows that I bought the park in June of 2021. The park was borderline I call it close to being condemned; if not, it probably should have been. I've talked to the police many times. The police were called out to the park 3-4 times a week. Since I bought the park about a year ago, they've told me they've only been out there a handful of times, far less than even a typical neighborhood that you might see. I don't care what neighborhood you go in with a neighborhood with 80 single family homes I guarantee the police were in there equally as much if not more. So, I'm really proud about that fact and I hope everyone else is too. We've brought the police activity incredibly down. That was at an expense of writing checks out to drug dealers to get rid of them, cleaning up things, getting rid of squatters, getting rid of people that were breaking into things. It costs a lot of money, and it takes time. The park was close to, but then I brought the park back to life. There were 3 or 4 previous buyers, but the deal kept falling apart because of the conditions and the situation that was going on. Prior to purchasing the thing, I had two or three meetings with all the residents at the park and I gave them my game plan. I was going to transform the park. I've done every single thing I said I was going to do including explaining to them that I guarantee the value of these homes are going to go way up. When I bought the park, the individual home values, there's a variation, they were probably worth anywhere from \$20,000 to \$40,000 each and now they are selling for \$80,000 to \$100,000 each. That was with me coming in, cleaning things up and getting it going. It also had something to do with the real estate market that went way up as well, but a big portion of that was me cleaning the park up and making it more attractive. Lenders wouldn't lend in that park because of the conditions of the homes in there. Now they will lend in there. When I went over there, I met with all the residents, I gave them my game plan and I said it's going to cost money. We're in this together and I explained that we are all in this together. So, it takes money. I'm going to be the guy putting up the money. I'm the guy on the chopping block and I need the rent increased to \$399.00 a month. No one gives me a hug. I get that. No one wants to give anybody a hug and say oh that's awesome. I explained that all to everyone upfront. I told them all up front and I have about five pages of signatures, roughly 66 residents committed and agreed to signing it. It's not binding. It was just a little thing so I can get a temperature from everybody in the park; are we in this together and almost every one of them signed the \$399 a month having it go up there.

Attorney Kraus: Mr. Chairman is there a question that you have for us?

Mr. Goncalves: No, we're just looking at a couple of the items. Just real quick, it's 74 sites plus 1 house?

Mr. Lennon: 73 sites.

Mr. Goncalves: 73 sites and the house is rented. It's owned by you but rented.

Mr. Szlosek: It says on here 74.

Mr. Lennon: There's been an update to it. I have an updated one if you'd like it.

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Attorney Kraus: We'll ask that we can file or submit a financial statement. We ask that it be entered into the record as Exhibit E or D.

Mr. Szlosek: Single family home no longer.

Mr. Lennon: I was told that they did not want that on there, so I took it off and I'm going to show you some adjustments. I tried to do what I could. I'm just trying to get through this whole thing and every time I go I'm get tripped up and it's becoming like a referee thing, the Rent Control Board. I'm trying to be respectful to everybody. I know you can't please everyone. I've been told by some people we don't think the taxes that we are paying on the house should be part of it. I can either include them or not include them. I just want to take direction from the Rent Control Board. I heard it loud and clear, so I didn't. I've adjusted it. I've taken out the taxes, I've taken out the income, and I've taken out the garage which was assessed; that was probably whatever that portion of the taxes were. I can show it all if anyone needs to see it. I was asked to remove the emergency reserves. That was \$30,000. I don't know who runs one; I guarantee the town has emergency reserves. People that are doing this correctly are not flying by the seat of their pants. They always have emergency reserve, stuff comes up. I was told not to do it. So, if you look at one of the first lines right under annual expenses, the original one you have, I had \$30,000 in annual reserves. That wasn't going towards Tom's helicopter payment; that was going towards things come up and especially in this park things come up. This is a very, very, pushing a square bolder up a hill. I'm proud to say it and I don't want to sound conceited, but I've been doing a tremendous job on it. I've seen people on Facebook saying kudos to the guy that bought the park. I see the police, a lot of the different departments in the town have said I've done a great job. I don't need anyone to pat me on the back and say I've done a good job, but it certainly goes a long way. A lot of the residents have come up to me and said that. We had our meeting August 26 of last year. It's been over a year. Tomorrow is one year. We had the meeting then; you saw a lot of the people. That's on the town thing, that stood up. There was probably about 15 or 20 people who stood up and had good things to say about the park. Sure, everyone would love to eat lobster and only have to pay for the peanut butter and jelly. I've done a lot of work, it takes money.

Attorney Kraus: Just so that it is on the record officially and everybody understands, Tom glanced over what he's done to improve the community and for the record I'd like to make sure that it's acknowledged. He successfully changed the name to Hillside Valley. He's removed 40 thirty-yard trash containers of debris. That's twelve hundred yards of trash that he's removed and is still going. He's removed abandoned homes. He's completed major tree removal and maintenance. He's cleaned and maintained many lots of debris and vegetation overgrowth. He's completed the landscaping at the entrance and the community areas. The hill along Miller Street is now completed and displaces a decorative crushed stone base. The white vinyl fence along the front is now completed. The new mailboxes are installed. A new front entrance sign and park directory board have been installed. For enhanced nighttime security, new LED lighting has been installed by Eversource on the telephone poles. He has successfully removed the squatters and drug dealers from the community. He towed out 15 abandoned vehicles, 3 boats and 2 campers from the community. He's discarded more than a hundred old tires. Street posts have been installed throughout the park and he's built enclosure boxes around the electric clusters. This is all about a quarter of a million dollars that he has invested. It doesn't show up as capital improvement although some of this certainly could be passed through to the residents, but he has not done that.

To his word as he said, he successfully completed the tasks that he undertook when he purchased the community. I hope the Board takes that into recognition. As you can see from the financial statement and the rate of return, again if you divided by the many years since the last time there was a rent increase, it's minimal. It's a minimal annual increase if it's been averaged and it's been a year since he's filed for this increase, and I don't have to tell anybody in this room what's happened to inflation since the time that he has submitted this application for rent. It's out of control, particularly his expenses which he cannot control and he's not trying to up what he's already agreed with the residents to try to increase through your offices.

Mr. Lennon: And to pick up on that, just since last year that I was at \$399.00, and I'm still coming in at \$399.00 and inflation alone went up 9%. By the way just recently, Social Security gave an 8% increase across the board and I'm still sitting where I am. A year ago, we would've all been off our rockers if gas was going to be \$4.00/\$5.00 a gallon. I'm just sitting here keeping it going. I'm putting a ton, a ton, a ton of money into this park every month and I'm keeping it going. The previous owner, and I see it, what happens a lot of times, the trash didn't get picked up because they didn't pay the bills. I pay every bill. I'm just digging into the bucket every time just getting deeper and deeper into it.

Attorney Kraus: And you can tell Mr. Chairman, through you to your members, that Mr. Lennon has other businesses, other parks that are sharing these expenses, but he's dedicating a tremendous amount of his personal time, attention, energy in making the community a better place to live. We all know what Mountain View was like. Mountain View is gone. Hillside Valley is here.

Mr. Lennon: By the way to pick up on that, the previous owner, this isn't like a... he owned it for 15 years and he never even saw the park. I don't think anyone here ever saw him. You guys see me. I'm out there one, two, three times a week up there. I'm in the park all the time. People call me, I'm available. I guarantee there's not one person in this park that can say I called Tom, and he didn't call me back. I called everybody and immediately too. I'm incredibly accessible. The other guy was just an absentee owner. I think he was just shun by the thing, the money's not coming in and it wasn't going. Another piece was when I bought the park, a good number of the residents did not pay their lot rent for many, many years. When I purchased the park, the rental ... which was part of what was supposed to be paid to me, and that rental ... was in excess of \$400,000. A lot of these people, not all of them but there was a substantial amount of people that didn't pay park rent for years and years and it amounted to \$400,000 in back rent. Tom the good guy here, goodwill gesture when I met them all that wasn't my money. That's in the rear-view mirror. I could have legally come up to everyone and say hi you guys have to pay me that back lot rent. I didn't do that. I waived it. That's \$400,000 as a good will gesture when I moved forward over there that I waived it. Since I've bought the park, we've had 18 homes completely renovated in the park. That's 25% of the park. New roofs, windows, siding, insulation, hot water heaters, electric heaters, kitchen, bathrooms all new flooring. I've gone through them all and I'm doing it in both parks where Joe lives as well. I've done about 35 homes I've renovated. I'm like the world's biggest contractor going on.

Mr. Goncalves: The new financial statement we are going to be bring that in as Exhibit D and we will accept it in as part of the evidence.

Attorney Kraus: Thank you Mr. Chairman. Mr. Chairman you should also know, and I think they may be in the room today, that as part of the renovations of the community Tom gave some of the homes to individuals who indicated and assured him that they would renovate them and improve them, and they did to their financial benefit and obviously to his detriment. Why, because he wanted to improve the community. It's a much more pleasant place to live and we invite the Board to come visit. We invite the Board to see the work that has been done by Hillside Valley LLC and the person of its manager Tom Lennon.

Mr. Szlosek: I've driven through there on a number of occasions, and I know what it was like before. I served as Town Administrator in this town about fourteen years ago and I butted heads with the former management there. We certainly had a lot of issues with their installation and their shotty installation of a sewer system because they were on septic before, and it was just not working. I know the quality of the management before and I see the difference, but that's not really what we are really here for. We are here, the statute is a financial one. We have to look at the books and based on expenditures come up with a reasonable rate of return and that's what we are here to do.

Attorney Kraus: I'm suggesting to you and thank you sir for your comments. If you look at the regulation as again defined on the fair net operating income and return, it provides for a rate of return that you may as a Board determine is appropriate and I'm indicating and presenting evidence that the rent has not gone up in over twelve years. So, I suggest strongly to the Board that it can take into consideration not only his expenses, his capital expenditures, his improvements but the lapse in time that the rent hasn't increased. When I do these hearings, you can't go into a park in the Commonwealth for under \$300 plus dollars and rent a tent site if you wanted to. What Mr. Lennon and Hillside Valley are providing is a park with improved roads, signage, and a condition where Mr. Lennon is proud to have these people live and hopefully they enjoy the improvements that he has made in the community. He made an agreement; he made a commitment to do it and he's done it. That's a unique thing in my book where people come through above and beyond as he has done.

Mr. Lennon: I know a lot of the residents were apprehensive like who's this guy coming in and how do we know he's going to do it all; name one thing that I haven't done that I said I was going to do. I've done more. Like I said, the home values have dramatically increased two to three times. The park with the neighborhood it was like the town joke. The town and the neighbors and all those nice communities living around it, it was a big eyesore. It's not, not anywhere as much. It still could probably be cleaned up a little bit more; those are some individual homes I'm working on, but I'm running a community and it's no different than the town does. You have someone that lives; we all have a household and if you say we make x amount of money and we say hey let's go to the movies, we don't have enough money so we can't go to the movies. I'm a little bit larger than a household and I'm smaller than a town. The town runs by being able to have taxes. If they don't have x amount of money in taxes, they can't provide schooling, policing and roads getting plowed and roads maintained, and tree work done. I'm in the middle. I'm a community myself of 73 families over there. I'm no different than the town. I've used my money to keep this park floating up in the air. I'm like juggling this whole thing and keeping it going. It's been cleaned. It's a well-maintained site, no drug activities or drug dealers. Real estate prices have gone up like 40% in the last two years. Gasoline prices have doubled in the last year. Interest rates have

doubled. Inflation alone is 9%. By the way, my thing is the math doesn't lie. If we are looking at these numbers tonight, the math doesn't lie. The park requires \$399.00 a month to operate it. I've been losing money every month and I'm sticking to my plan and I'm being the guy that I said I would be. I've been upgrading and running the park and operating it. I know a lot of other guys would probably just bail out. I have the bandwidth, I have the money to be able to do that, but that's more money; I'm sinking into this park every month. What I did take into consideration Mike and you brought up was all these expenses that we are looking at today have nothing to do with the capital improvements that I've put into it which is close to a quarter of a million dollars and also that I'm probably losing about \$4,000 a month.

Mr. Szlosek: If that's the case, that should be in here and amortized.

Mr. Lennon: I wasn't trying to tick anyone off and this will make it work for me ~~the~~ \$399.00.

Mr. Szlosek: I just want this to be accurate.

Mr. Lennon: Trust me I do too, what I'm saying is the capital improvements you supposed to calculate that over x amount of years and divided over the 73 residents. I'm not even doing that. What I'm also not doing is I've been losing money like \$4,000 a month for the last 14-15 months. There's another \$60,000 I have into it and no I'm not looking to recoup it, but I want to at least spell out to everyone here in case they don't know the \$399.00 that I'm requesting coming in right now which only was \$288.00, it goes towards my property taxes, water, sewer, trash, snow removal, insurance, salting, mowing, tree maintenance, landscaping, repairs, maintenance, mortgage payments, property management, paying the bills, water leaks, sewer clean outs, evictions. It doesn't end. This thing is a huge money pit, and it would be easier for me to just sell it. Four other people walked away, maybe they are smarter than me I don't know, but the rent has not been increased in about 12 years. The park is losing money every month. This is why the park was in serious decline and neglect; borderline like I said to be condemned. There is just not enough income to support the park or the families' requirements in there. It needs correcting ASAP. By the way, no matter who owns the park the rent needs to increase to the correct amount or it's going to go out of business. That's the bottom line. I could sell the park to somebody, and I know that wouldn't go over well, have zero interest in doing it. Developers have asked me if I want to sell it. I've said no, but I could, and I'd go through a 2-year thing with the Attorney General and then what would everyone do with their homes. Believe me it seems kind of intriguing sometimes when I get these big developers asking me for money and we can put them, and I don't because that's not my game. My niche, my path that I'm on is the mobile home park owning it, but I can just tell you it could go out of business and it's not. I'm current on all my bills and my mortgage and everything, but if the rent went up \$20 bucks a month for the last 9 years we'd already be at \$468.00 a month not \$288.00 a month. If you take the \$288 plus the \$180.00, \$468.00 a month is what it really should be at, and that's for 9 years. It's been 11 or 12. The CPI, current price index, that's gone way up every year. Real estate prices, wages, taxes, gas everything has gone up except this park and like I said the social security went up. I just need this to work and be increased to \$399.00 a month. A couple of other quick things and I'll end it. A mobile home community is not low-income housing. It's not my job to support people; that may be the town, maybe the church, maybe government programs. It's not my job to support someone. If you own a three family or an appartement building, and someone says I can't afford it, well then guess what you

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don't live here then maybe you have to move to another town or somewhere else or move down south. I'm being the idiot over here. It's a beautiful town, Ludlow. I really like Ludlow a lot and I'm supporting it all. It's just affordable housing is what I have over there and it's an affordable way for families to live. The sensitive topic of increasing rents that's never popular. No one is going to hug me, but it's something out of a necessity. The current monthly lot fee hasn't been increased in all those years, needless to say it's severely underpriced and for me to maintain and service the community the way I'm supposed to, which is the way I'm doing right now, and all the families living there. Low lot rates by the way I know everyone thinks Rent Control Board that's awesome, but actually deep down it's not really good and that's why Boston got rid of rent control. Massachusetts had rent control in the Boston area and quickly saw that there would be slumlords coming in and taking over and the reason why they weren't doing their job was because the money wasn't coming in. We'd all like to go to Hawaii, well I don't have the money to go to Hawaii so maybe I'll go to Springfield for the weekend. There's only so much money coming in. That's why low lot rents are the worst thing for residents in a mobile home park. Low rents or low taxes that benefit a community actually deprives residents of their homes and the needed capital and you historically end up with slumlords or deteriorating conditions throughout the community. This mobile home park prior to me buying it is a prime example of it. After nine years, I'm respectfully requesting the much-needed correction in the lot rents to \$399.00. For the record and established guideline if somebody says, I know you guys don't know mobile home parks and I do; if somebody just said I have a mobile home park down in Ohio or I have one in Andover a good down and dirty rule of thumb is when someone is looking at one what are the lot rents; a good down and dirty thing for establishing a guideline when setting the mobile home lot rents is about 50% of whatever a two-bedroom apartment is in that town. That's a quick down and dirty; hey what's the rent, the rents are \$1500 then that means the lot rates should probably be \$750 give or take. There's some other variations to it, but that's a good quick number. Two-bedroom apartments in Ludlow run on an average of about \$1300 if you can even find one. I'm requesting \$399. I'm less than one-third of an apartment, the residents own their home, they're not renting it. Unlike an apartment, no one is sleeping above you or on top of you. They have a nice little yard. They can pull right up, out front and park. They don't have to go up 50 stairs, right out in front over there. They have their own private yard; their own private driveway and it goes right to their doorstep over there. Mobile homes have gone way up in value since I've purchased it. A mobile home community they're awesome. I get so many calls from people asking to buy one. You know why, they don't want to spend three, four, five hundred thousand dollars on a house, and they don't want to be paying the 7% interest on what their rates are, or 5, 6, or 7. They get killed with taxes and insurance and all that. It's an economical way. So, the last piece I just want to say is as owner of the park and as owners of your homes we all have a common area to make sure that this community is successful, and it's well maintained, and this costs money. If the park declines, so does everyone's values and by the way we are all in this together. If your homes go down in value so do mine. I want them all to go up in value and I think that I've established that for you. In order to prove this, maintaining this level of service that I've been doing to operate the park, make everyone safe and proud, a lot of things needed to be updated. No one is going to hug me, no one is going to say oh that's awesome, but it is what it is. It's not an expense to the residents it's a benefit for the residents because where is everyone going to live for \$399.00 a month.

Mr. Young: I have something that I'd like to say. You're just renting us a piece of land. You are not renting us an apartment. If you are going to base anything you have to base it off what other

mobile home parks are charging not apartments because you're not renting the apartment you are renting a little piece of land, that's all.

Mr. Goncalves: There are a series of things that have to happen here. Unfortunately, opinions are not going to take care of any of the rules that we are required to follow by the law. We have certain things that have been presented; I'm not sure if more will be presented. We are certainly able to take anything that you people would like to present to us. We have to take all that in. Not theoretical ideas that we all have and with all due respect Joe whether it's land or an apartment or a high rise or a piece of something or whatever the rules are kind of specific as to what we need to have presented to us to make a decision; if we are comfortable with whatever is presented to us, and we believe it, if you folks believe it or you want to contest any of it and then we have to look at whatever the formula is that is set by the state, by the law to us. Whether you like Tom or you don't like him, you like me, I don't like you or I love you whatever it is none of that is going to work here. We have a pretty strict set of guidelines. That was a nice presentation but about three quarters of it wasn't anything that's going to make us make a decision one way or another, but you got it out of your system and I'm happy.

Mr. Lennon: I just want to make sure Tony that you do know that I got it out of my system, but the other guy didn't do 90% of the stuff I'm doing because he probably thought the same way. Why am I going to do all this work, I'm not going to get reimbursed so let's let the park go to decline.

Attorney Kraus: If you go by just the first part of the regulation, your regulations about the calculations it takes into account four factors, three factors; one the value of the park, two what purchases, money costs these days, and three what the expenses are. So right now, it's a matter of public record. If you can get a loan on a dicey asset like this you can be paying around 7% now because the rates are tough and they're climbing every day. If you do 7% times the value of this community, you add in the expenses, you divide by 73 units you come up to \$409.00 a month. That's the math.

Mr. Goncalves: You'd come out with about 12 times that amount and then you'd have to divide it by the \$1200.

Attorney Kraus: I did. I divided it. I used \$2,150,000, 7% in the 212 and it comes out about \$409 a month.

Mr. Goncalves: So, is it your contention or you have submitted here you are saying that the value of the community is \$2,175,000?

Attorney Kraus: \$2,150,000; its Cushman and Wakefield. What they say is, it's on the signature page, the value conclusion is a prospective value upon stabilization. I think you've heard significant evidence that the valuation, that the park has been stabilized given the work that has been done by the testimony, by your own members, by the community's reaction to the work that's done. This is an evaluation by Cushman and Wakefield. You can't get bigger or better than them. They are as good as you get in the Commonwealth and worldwide. That's the evaluation; 7% you can look in the Wall Street Journal and that's if you can get that rate in Ludlow for this park

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because as the danger goes up the rates go up and they are pushing up every single day. The expenses are \$212,000, and that's conservative. He took out the reserves. He's taken out some other expenses. He could easily put in a reserve. Doing the math, 7% x \$2,150,000 plus \$212,000 divided by 73 divided by 12 is \$409.00. He's not asking for that. He's asking for \$399.

Mr. Goncalves: \$10 less.

Attorney Kraus: That's right so that's evidence that we're presenting to you. You can confirm all you wish, but this is a matter of public record and under the regulations and statute, you as an intelligent Board can take into account factors that you have knowledge of.

Mr. Goncalves: I just want to really quick go through this financial statement.

John Kelley, 229 Miller: He bought this a year ago for \$850,000. Now he wants us to pay on 2 million.

Mr. Goncalves: They have an appraisal that I'm not sure what they paid for it. We have documents that were put in front us by other professionals and if you would like to present an appraisal or something done by somebody I would be happy to take it in as evidence and it into account.

Gail Hutchinson, Lot F9: Residents lot rent shouldn't include the renovations that he was talking about like carpeting and flooring to other people's trailers.

Attorney Kraus: It's not.

Mr. Lennon: None of that is included.

Mr. Goncalves: I will go through the expenses and make sure everyone knows what they are and that we are all on the same page.

Marilyn Valenti, F2: Do you have the full report from that appraisal from Cushman? The full report because if it's not attached to the full report it is not viable. It says right in the letter.

Attorney Kraus: Objection.

Mr. Goncalves: We have a copy I'm convinced the appraisal was done for this property and we have the conclusion page.

Ms. Valenti: You need the full report in order to accept that because it states it right on their paper, on Cushman's paper and if it's not attached.

Mr. Goncalves: What this Board needs to do is decide how they want to take the value and what documents we'll consider to establish a value; whether we're going to take an appraisal, an assessed value, another opinion that might be rendered.

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Mr. Szlosek: As they stated before, this is not an apartment. Everyone owns every unit there less 8% vacancy. Why is there a credit for vacancy? If the unit isn't removed, it's not a blank lot it's sold so even if it's vacant the lot rent is due. So why is there an 8% vacancy counted in?

Mr. Lennon: When the gentlemen bought it before; I just said that earlier, just to reiterate it; they had \$400,000 of rent, not everyone pays their rent in the park. There are a lot of people that are delinquent, a lot of people trying to get it. I've started some evictions. I've started doing that, so you don't always get the lot rent. If it was that magic, everyone would want to buy it.

Mr. Szlosek: Can't you lean lock?

Mr. Lennon: What?

Mr. Szlosek: Can't you lean them?

Mr. Lennon: It's a little bit different, believe me. It's kind of like an apartment. You have to go through an eviction process. They own the home, but it's on my land. I have plenty of people that haven't paid their lot rent. The other guy was \$400,000 in the hole. He could've gotten an attorney for \$20,000 and chase the four hundred, but he didn't.

Attorney Kraus: For you Mr. Chairman, to the vice chair. There's an...in the statute for manufactured housing up to 6 months, but you've got to go through Chapter 239 which is the summary process statute. Once you go into either District Court or Housing Court, there is no guarantee that one you'll recoup your rent or two it will be timely. Particularly during Covid, there was a great deal opportunity to stop paying rent; that has been the experience for most landlords throughout the country.

Mr. Szlosek: But that stopped.

Attorney Kraus: It has slowed down because the courts are back in operation but there was a period of a year and a half or two years. So, the financials reflected a state of existence in the community, and I want to share with the Board.

Mr. Szlosek: But this is proposed buckets, prospective project. I'm just asking because the percent sounds high.

Attorney Kraus: Not really, people pay partial, they don't pay and then there's a cost we didn't even include it here, the cost of litigating, the cost of pursuing rent which you can include in the vacancy figure. You should also know when Mr. Lennon bought the park the residents had an opportunity to match the price.

Mr. Szlosek: That's irrelevant.

Attorney Kraus: No, it is relevant in a sense that this was a risk by Mr. Lennon.

Mr. Szlosek: I understand that and that's why we look at the market rate and it's not going to be the ... that we're going to award.

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Attorney Kraus: Thank you Mr. Chair, vice chair.

Mr. Goncalves: So, up till now we've had a bunch of evidence that's been proposed as part of the submittal practice. Is there a package? Is there questions from you folks regarding what's been submitted to us?

G10, 229 Miller, Jodi Cousin and Sheila Dietz: We purchased a trailer back in April, no June, sorry. We have reported to Tom about water pressure. If you flush the toilet, you cannot run any water in the house, there's no water, no pressure at all. It's coming in discolored. We can't drink the water. We have to buy water. We weren't aware of that in the beginning. A lot of the stuff they improved is they did do a beautiful, but they didn't do stuff that was underneath there; there's like a porch thing on it and it's kind of like sinking. They're starting to get cracks and that was also reported. I just don't want to see all these figures coming out and then it's just cosmetic. Some of these trailers are old. It's an older park, older trailers, there's a lot of work that goes into them. My concern is that is the stuff that needs to be done going to get fixed. I have no problem paying for it if the stuff is fixed. We need water. I don't know who else is having these problems. This one is the faucet after being there for a while and this is regular water you can see the tinge of brown in it. The toilet is always brown. I have my grandson there. He is sixteen months. We cannot make his formula with it. We have to buy bottled water always. We don't cook with that water. We get the gallon jugs to cook because of the tinge of brown in it. We just want to make sure, and we are like five units down, downhill so we should have great pressure. If you run one faucet, you can't run the other, just a drip.

Mr. Goncalves: I'm going to ask Mr. Lennon. Are you getting any advisories from the Town of Wilbraham? That's Wilbraham water there, not Springfield.

Mr. Lennon: Never. That is Wilbraham. I can talk to them and ask them to come up. By the way the first time I heard about it was just last week when I came by to ask you to sign it. First time that I ever heard about there was an issue was that and I went over. By the way the other things that you mentioned Sheila I didn't own that house, somebody else went in that, owned it and renovated the whole thing. I had zero to do with it.

Ms. Dietz: That guy that was working for you.

Mr. Lennon: He didn't work for me. He didn't work for me I gave him that house for free. That was one of the Jeff Bezos, I'm a good guy giving out free homes to people. I gave him that house. One billion percent you have it on record, he didn't work for me, I gave him a home for free, he renovated it and sold it and made a lot of money off of it.

Mr. Goncalves: I know with the water and especially Springfield Water has been doing a tremendous amount of flushing, I'm saying in Ludlow the Springfield Water Department has been doing a lot of flushing around streets, certain blocks down off East Street in the East Street School area. My folks live there and their water for a couple of days after the flushing and everything they were getting a little bit.

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Everyone talking at once.

Mr. Young: On the same line has anybody else been experiencing low water pressure?

Mr. Kelley A8: Up there, there is a problem with the water big time. The trailer next to my buddy had no water at all. They tied into his line, went under his trailer, dug up his yard and went under and up to her trailer. So, there are two homes running off the same supply. When he goes to flush his toilet, she loses water. If he's in the shower and she turns her water on, he gets burnt from the hot water.

Mr. Szlosek: Is the water individually metered?

Mr. Lennon: Not individually metered.

Mr. Szlosek: That would explain it.

Mr. Lennon: What do you mean?

Mr. Szlosek: They are not all individually metered so they are all running to where they are running.

Mr. Lennon: What happened is; John, I should hire him for my park manager he seems to know a lot about it. The water came down and what I did was one of the gentlemen didn't have water so what we did was we spliced off it, pulled a permit, the town plumbing inspector came by, he looked at it, approved it and everything like that. I know John didn't like it. He was trying to tell the guy; John's been telling me this and telling me this. John was talking to the guy that lives in G6 and John was putting a lot of stuff in his ear. We had the plumbing inspector come down and he looked at it all. He approved everything that was done with it with the plumbing. What they did was the water line coming down and that's how the water line works; I didn't invent it; the water line comes down and it tees off and goes to each house. Water line comes down goes to this one, this one. What we had to do is dig down 48 inches, got to the water line, they tapped off of it and the line that went to the house we reran a new line that's why we had to dig underground. I'm sorry we live in New England. I wish we didn't have to do it either. We have to get 48 inches in the ground and the water lines go under all the homes. I can't run it above ground. That's the only thing I could do is run it under and so I didn't like it either. I talked to the gentleman that lived in G6. We have to kind of dig underneath. We don't want to dig under your trailer because I don't want anything to collapse or anything to get compromised. We ran heat tape, electric tape, pipe insulation. The plumbing inspector in town came out and he approved it and actually said you guys did a great job on it.

Attorney Kraus: It was approved by the town as Tom was indicating. Also, we don't individually meter the water; many parks do because water is becoming so expensive and so you shouldn't be paying for your neighbor's water. It's one bill because there's fire suppression and then there's the regular piping in the park.

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Mr. Szlosek: MWRA is very expensive. That's out of the Quabbin. The aqueduct runs down Center Street up to South Hadley and then there's a branch off that goes to Wilbraham, down Miller Street and over the bridge. Only people on Miller Street are allowed to tap off of it.

Attorney Kraus: And the rest of the water comes from Wilbraham?

Mr. Szlosek: No, it goes to Wilbraham off of the MWRA aqueduct that's down on Center Street. So, it's not going from Wilbraham it's going to Wilbraham, and we are allowed to tap off of it on Miller Street only. I live on a side street from Miller Street, and I can't, I've got to have a well.

Mr. Kelley: Would you guys like to see some pictures of what he did with that water?

Mr. Goncalves: No, John, thank you. You've got to understand that we are talking about maintenance in general.

Mr. Kelley: It's not only that now in order to keep that pipe from freezing, he's got live heat tape under his trailer that belongs to someone else which is the number one fire starter in mobile homes.

Mr. Goncalves: I appreciate that. I think we are talking about a landlord/tenant relationship and not what the law, not what we are here for. We have expenses that have already been done. Thinking out loud if he made everybody happy here and he spent another \$40,000 he could ask you for \$429.00 according to the calculations if they make sense. We have expenses and these are hard expenses for the past year. I understand, but I think that's more of a tenant/landlord situation versus what we are looking at. We are being presented with \$212,000 worth of expenses for the past year here.

Resident: How can it not have anything to do with the rent, the water?

Mr. Goncalves: Because the ability for the rent to be adjusted is based on expenses fair market value and a reasonable rate of return. We are not landlord control, and we are not here to say you need to go fix their roof, or pave their driveway, or cut their grass. I didn't make the laws. All we are doing is hopefully making the right decision based on the laws that are written.

G10: It's not that we are trying to say that he's not doing work because he has. It's just that certain things that are included in that expense, that \$399.00, water is important and that's just an example. That's all I'm saying.

Mr. Goncalves: Right, but our numbers that we are using are based on water bills that have already been paid. If there's a question on whether or not this bill is accurate, that's what we have to look at. Does that make sense?

Mr. Lennon: I will call the Wilbraham Water Department tomorrow and ask if they have any issues with water. I'm not in charge of water quality, but if it's important to you then it's also important to me. I'll find out on both of those.

Resident: You want that in any home you rent.

Mr. Lennon: No absolutely I agree 100%.

Mr. Szlosek: You may have a plumbing problem too. If your neighbors aren't experiencing pressure problems, you may have a scale problem.

Attorney Kraus: We didn't do the house. We didn't sell the house. We gave it away and somebody else rehabbed it. You bought it from someone else who is not associated with Mr. Lennon. You should talk to the person that you bought the home from to determine what was done and if any work was done on the pipes and to what extent the work was done. That's really the onus there.

Mr. Szlosek: This is outside of the hearing, but I would suggest you get a plumber to check the input pressure and if you're not seeing that kind of pressure at your faucets, then there may be scale problems and you may need to do some plumbing work.

Resident: And if it's not pressure coming in that should be coming in?

Mr. Lennon: Just give me a call on it.

Mr. Szlosek: That's something that has to be dealt with externally.

Mr. Lennon: I'm not a plumber, but I've seen a lot of time faucets when you take off the faucets there's that soot and sandy stuff in there. You clean that and the water comes out good. I'm not a plumber but maybe that can be it.

Mr. Young: Check the water heater too because that can build up the rust and stop the pressure water going through.

Attorney Kraus: We invite you to talk to the source of the water and also the person that sold you the house. If we start jumping in and we do something that you bought from a contractor, that contractor really should really be responsible.

Mr. Szlosek: It doesn't seem like a generalized problem.

Attorney Kraus: We are willing to help but understand it's complicating from our perspective.

Mr. Goncalves: I'm going to go through a couple of these expenses really quick. Mr. Lennon insurance \$5740, do you have a copy of that policy with you?

Mr. Lennon: I do.

Mr. Goncalves: Are you able to submit that as evidence?

Mr. Lennon: I don't see why not.

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Mr. Young: The insurance before was \$4,656 and now all of a sudden it went up to \$5,740.

Mr. Lennon: Welcome to 2022. Believe me if anyone here can get me cheaper insurance I'm all for it.

Attorney Kraus: In Florida because I have clients down there, they are experiencing 300% increases in insurance if they can get it. This is a copy of the bill for the insurance.

Mr. Young: These bills that were submitted were old bills.

Mr. Lennon: This has been going on since August 26 of last year; it's been a year.

Mr. Young: We need updated bills.

Mr. Lennon: Everything I have right now is absolutely; what's the date on that?

Mr. Goncalves: This is dated May 11, 2022.

Mr. Lennon: Everything you have tonight or will get tonight is absolutely current.

Mr. Young: Trash removal went up \$2,000?

Mr. Lennon: Yes.

Mr. Young: Who pays for the trash?

Mr. Lennon: I do.

Mr. Young: I thought the town picked up the trash.

Mr. Goncalves: Let me just finish this one up here; insurance you got \$5,740.29. These bills total \$5,627.29. You are off by \$113.00.

Mr. Lennon: Look at the second one, the liability one, look underneath that one.

Mr. Goncalves: I did. If I add the two of them together, I'm at \$55.50.

Mr. Lennon: You know what it was.

Mr. Goncalves: I know what you did. You added them together and then you threw the \$113.00 on top.

Mr. Lennon: No, what I did was I added them together and then they charged me a 3.5% credit card fee on top of it.

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Mr. Goncalves: So, does anybody have a problem with \$5,740 for the insurance. I'm looking at bills that are just about that plus the 3% that Mr. Lennon says. Are we okay with this? Alright we are going to take this in as Exhibit E. Trash removal, do you have the dumpster bill Mr. Lennon?

Mr. Lennon: Yes.

Mr. Goncalves: \$17,642.00. Just for me how many dumpsters, how big are they?

Mr. Lennon: There are no dumpsters, individual pick up at each home. We do it the right way there.

Attorney Kraus: Is Exhibit E the insurance, Mr. Chair?

Mr. Goncalves: Exhibit E is the insurance, yes.

Attorney Kraus: And this will be the trash, F.

Mr. Goncalves: F.

Mr. Slosek: What do you pay a ton for trash removal?

Mr. Lennon: I don't pay by the ton on it. What they charge me is I have a letter here, just had it recently done. They charge me \$20.14 per month, per unit and that includes recycling. So, I'm paying \$20.14 x 73 units x 12 months and that will come out to the exact same number. Here is the letter if you want this. I can submit this as well.

Mr. Goncalves: Hold on one at a time folks! It's right on, \$17,642.64 is the number. We are going to take this in as Exhibit F. Questions, comments, name again please.

Marilyn Valenti F2: I'd like to give you this for an exhibit. Everyone can get a copy of the letter. Now the house uses the expenses because it doesn't have its own water, sewer, trash pickup so it should be used in the division of expenses.

Mr. Szlosek: There's no income for that house. The house has been removed as an income. Is this house used for expenses at all?

Mr. Lennon: No income, no expenses.

Ms. Valenti: So, we are going to pay for the house's expenses?

Mr. Szlosek: He just said that he's not putting the income or the expenses of the house.

Ms. Valenti: The streetlights, the taxes, the sewer and water; they're on the same hookup as everybody in the park.

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Mr. Lennon: If you want me to add the income and expenses, I gladly will.

Mr. Goncalves: Hold on one second. I'm going to take this in as Exhibit G. Did you get a copy Attorney Kraus?

Attorney Kraus: I did, thank you Mr. Chairman.

Mr. Goncalves: Let me just tell you folks what this Exhibit G is that was presented, and we are accepting the document. I'm writing in regards to numbers being used. I have broken down the issues. First the expense in order on the list, \$30,000 emergency fund. This is not an actual expense. I believe that was taken out.

Attorney Kraus: It has been.

Mr. Goncalves: Okay. With that amount, the tenants should get new water lines and upgrade electrical. Capital improvement that would truly benefit tenants, the owner had already \$33,100 being collected for repairs and maintenance, landscape, mowing, leaves, salt and don't forget to use the house in division of expenses as the house uses same expenses as the mobile home owners. The number of actual mobile homes on the property, 75 should be used. We are using 73 as it would put a burden on the tenants to file a rent decrease each time a mobile home was sold or occupied. Property tax should not include the house, garage and the 6 mobile homes on site lost due to bringing in bigger mobile homes. The sites lost are the mobile homes that go from one street to the others. Tenants do not use house or garage so that should not be used on tenants' share of taxes. Tenants are already paying taxes on dead land, nor should the house be used in the profit margin. Water has a full year worth of billing. Sewer has a full year worth of billing. There is something wrong with the sewer bills; 3 times the water consumption, how is that? Excise is not an expense. Owners collect for the town from tenant because it's easier for the town; stated in the Ludlow Mobile Home Park Rent Control's bylaws not to be used in the expenses. It's a full year's worth of billing on the sewer. What's it supposed to be?

Ms. Valenti: It shouldn't be 3 times the amount of the water bill.

Mr. Goncalves: I have no clue what the water is through Wilbraham.

Ms. Valenti: The water bill is \$24,000, and he's got a sewer bill of \$74,000 on there.

Mr. Goncalves: I know with Springfield Water and Sewer; sewer is like 1.5 times the water charge now. It used to be about even and now it's actually more. There is a disparity and I saw that here, but only because I'm not sure is the water cheap or is the sewer expensive. Do you see what I'm saying.

Ms. Valenti: The sewer is an expense yes. Isn't it based upon your water usage your sewer? They actually have a meter on the septic.

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Mr. Goncalves: Springfield Water it is, but it's based on the dollar amount of the bill not your usage. Does that make sense?

Ms. Valenti: No.

Mr. Goncalves: So, if we pay half for water that we pay they still have the sewer expense on the side. It's not going to be adjusted just because our water bill is half, right.

Resident: Right.

Mr. Goncalves: The per gallon. So, I'm not sure if the per gallon price in Wilbraham is that cheap that they are making an adjustment on the sewer charge.

Ms. Valenti: Well, who's collecting the sewer charge, Ludlow is.

Mr. Goncalves: The town does, right; exactly, and they are paying the water bill to Wilbraham. I'm not sure if the town is collecting that \$73,000 based on gallons or based on the bill. Does that make sense?

Resident: Yes.

Mr. Goncalves: If it's Springfield, it's based on the bill and it used to be even; whatever you paid for water you paid for sewer. Now I know that the sewer is about 1.5 times whatever the water charge is. Is it based on the gallon usage? So, I'm not really sure is the water really cheap?

Ms. Valenti: It's a lot better than the bills he was showing for the first increase, for the first petition. He had \$80,000 on that water bill.

Mr. Goncalves: We are working off the actual bills. We have them if you want to look at them. \$23,426 divided by 73, \$320.00 a unit. It's about \$26.00 a month for water per unit.

Mr. Lennon: Tony can I chime in on one quick thing on that?

Mr. Goncalves: Yes.

Mr. Lennon: I would love, and you would be my new hero if you guys want to call the water department for me and see what we can do. We're all in this together. I'd love to get it down. I'm getting bills. I don't know how to meter water. All I know is there are four meters in the park. The Wilbraham Water Department I pay them. These are the last twelve months of the water bills and I'm paying them. One of them was \$9,476 for six months, the other one was \$8,157; that total is going to be \$17,000. That's two of the meters. Then I have other ones, \$4738, one for \$539, and one for \$515. The total water for the last prior twelve months was \$23,426. What that doesn't include is it doesn't include the nine vacant homes that I have right now. My 73 homes that I'm putting in as income; I'm hurting myself that I do this, but I'm trying to be fair; I'm putting in the income for nine homes. I mean I'm putting in the income for 73 homes. Actually, nine of them have been vacant for over a year. Once those nine get filled and there are new families in them, my water bill is going to go up another 10%. I don't like that. I will take any help I can get from

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anyone. The problem is I'm taking the income and I'm not taking the expenses on it which is hurting me right now. The water for the last twelve months is \$23,426 and that's only on 64 homes not 73 homes. I have them right here if anyone wants to look at them, anybody wants to call tomorrow?

Mr. Goncalves: We've looked at them. What expenses are you saying that the house that is there is using of the expenses that were submitted?

Ms. Valenti: Trash pick.

Mr. Goncalves: No, not included. That one we did the math on.

Ms. Valenti: The plowing, streetlights, everything we're paying for.

Mr. Goncalves: It's not included in these numbers, Marilyn, like we did the \$20.14 per unit. We just took the 73 units and figured the \$20.14 and that's what's on the financial statement. So, are you saying that there'd be certain streetlights that wouldn't be used if that house wasn't there?

Ms. Valenti: No, I'm saying that he gets to use all the other things that we are using.

Mr. Lennon: Just to point out, as soon as you pull in, that's a gentleman there, it's one single guy. He's hardly ever there. He pulls right in. That's his spot. He plows his little area. He has his own driveway. Everyone in the park is responsible for their own individual driveways. He's also responsible for his. There is no light out in front of his unit.

Mr. Goncalves: I'm just trying to figure out what part of these expenses are attributable to the house.

Attorney Kraus: The house has been taken out completely; it's not part of the calculations.

Mr. Goncalves: So, you're saying the excise is not an expense.

Ms. Valenti: Look at your bylaws. You're not allowed to. They collect it for the town so it's not really an expense. They're just collecting it for the town.

Mr. Goncalves: I don't see that in the new financial statement Marilyn. Just want to make sure we don't miss anything. Next is the appraisal. Town's assessed value is more realistic. Cushman and Wakefield is based on 82 sites at \$399.00 per month. Has...been given too with the petition. I'm sure they did not put consideration on outdated electric or water issues. Examples, mobile home in row G gets water from neighbor's line. It's run from the neighbor's home because it's not connected to the mainline on the street. I'd like to look at the capital improvement actual receipts and maybe the maintenance, snow removal, landscaping and all that up to the \$31,000. Repairs, maintenance, landscaping, etc., do you have that stuff, Mr. Lennon?

Mr. Lennon: I sure do, which one do you want first?

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Mr. Goncalves: Surprise me. Give me the streetlights. We'll go in order; streetlights \$973.80.

Attorney Kraus: This will be G, Mr. Chairman.

Mr. Goncalves: Yes; no, H.

Attorney Kraus: Yes Ms. Valenti's is G, sorry.

Mr. Lennon: I'd just like to explain I didn't make 12 copies of them. This is what my streetlights is. It's \$973.80 and there's streetlights throughout the park. The bills fluctuate. It's higher in the wintertime because it gets dark earlier. The average bill is \$81.15. There's one here that is actually \$86.15. That was one month. That's LED lights throughout the park. What that doesn't include is about \$2400 I spent on having all new LED lights put in to help keep the cost down.

Attorney Kraus: Well, we should, we should add that. Let's do it right now for the purposes of this hearing. How much did you say it cost?

Mr. Lennon: \$2,400 to have Eversource come in and change out all the lights in the park.

Mr. Goncalves: Do you have that receipt?

Mr. Lennon: I don't have it with me.

Attorney Kraus: We can submit it.

Mr. Goncalves: If I was to take the average bill here and the bill that was here at \$86.00, I would come up with a little over a thousand dollars. The petitioner is stating \$973.00 for lights. Is that okay with everybody, any questions on that? We'll take this in as H. Repairs and maintenance Mr. Lennon \$12,600.

Mr. Lennon: There's tons of them. There's tons of \$2.00 receipts, \$100.00 receipts. I didn't go through; I'd have to come up with a giant stack. What I came up with was \$12,600. What that goes toward is 3.5% of the annual income. You guys run towns. You know what it is. There is tons of stuff that come up. I don't care if you have a regular single family home things come up. \$12,600 is what I had. That covers water line breaks, sewer backups, tree pruning, large trash items that get discarded; people conveniently leave TVs, mattresses, box springs, stoves. That's all part of the repairs and maintenance I take care of. Extra park cleanups. If there's electrical issues, exterminators, fence repair, stone work, abandoned vehicles getting towed, patchwork in the pavement. 3.5% of that is towards the annual repairs and maintenance. For a community of 73 homes, that's incredibly low and I have no reserves being accounted for as well.

Attorney Kraus: If you want a stack of bills, Mr. Chairman, we are happy to provide that to you.

Mr. Young: This is a one-time deal. This isn't something that goes on year after year after year.

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Attorney Kraus: Sure, it does.

Mr. Lennon: Water lines break, sewers lines get backed up, tree pruning, large trash items get discarded, TVs, mattresses. You just saw the stuff Joe that left the yard the other day, you saw that right?

Mr. Young: Yes.

Attorney Kraus: Maintenance is a real expense for anyone.

Mr. Lennon: That cost me \$2000 to get rid of all that trash.

Mr. Goncalves: Landscaping, mowing and leaves.

Attorney Kraus: This will be I, Mr. Chairman right?

Mr. Goncalves: If he's going to submit something we are going to keep, yes.

Mr. Lennon: That's the landscape. Leaves I have \$9,400, that's \$670.00 to mow all the community areas in the park every other week. There's 28 weeks from April 15 through October 31. I only estimated having ten mows because in the summertime you don't have to mow as much. So, I have a total of landscaping, mowing and leaves of \$9,400 which is actually very low for this park. I'm a really good shopper and I'm a good negotiator. It's \$670.00 every other week. Again, there is 28 weeks from April 15 through October 31 which is usually when leaves, yards get mowed. With the summertime, it gets hot and burnt. I only estimated 10 times the lawn got mowed. Usually, it's more than ten mowing's a year. Just think of your own home when you have to mow it. So, 10 mows at \$670.00 is \$6,700. I have spring cleanup of \$1,600. They come in the spring get all the stuff that's accumulated, cups, things that have been thrown over the top people going by Miller Street, all the weeds and then the fall cleanup is \$1,100. That's \$9,400 for the entire community area for a whole year, spring, summer and fall.

Mr. Goncalves: I'm going to put this as Exhibit I; the landscaping, mowing, spring/fall cleanup this is from L4L Services on Hampden Street, Springfield. Does anybody have an objection, anybody want to look at it? We're good, Exhibit I. Snow removal/salt.

Mr. Lennon: Yes, snow removal/salt here you go. I will tell you I'm probably under on this and it depends on how the winter goes. I have \$11,150 to do an entire community of 73 homes. It's \$875.00 per plowing and that's when it comes over two inches. If it goes over two inches and we get a big hit and it's like 15 inches, he has to come in 2, 3, 4 times that's what I'm paying for. It's a whole community. There's 29 weeks from November 1st through April 15th which is the common plowing time. I estimated ten plowings and estimated five saltings. Usually, I'm going a lot higher than the ten plowings because one storm alone can be 2 and 3 times. So, 10 plowings at \$875.00 which is \$8750, 5 saltings at \$480.00 which is \$2,400; that's \$11,150.00 for the entire community plowing, salting everything.

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Mr. Goncalves: Anybody have an objection; anybody want to look at this?

Mr. Szlosek: I know what plowing costs and that's not unreasonable for that amount. I've paid for the plowing for the Town of Enfield, and I know what it costs.

Attorney Kraus: That will be J, Exhibit J.

Mr. Goncalves: Yes. Annual LLC renewal.

Attorney Kraus: Mr. Chairman that is a standard statutory cost.

Mr. Goncalves: Property Management, Mr. Lennon.

Mr. Lennon: Property management I don't have individual bills. Again, I would be inundated with them. That's 5% of property management. I think there's some people in here that own apartments and 5% is incredibly low. I try to be very fair with everybody. It should be close to 8 to 10% on property management.

Mr. Goncalves: That's 5% on the 321?

Mr. Lennon: On the \$349,000, I did it on the 349 even because if you went to 321 it would even be a lower number and this covers the day-to-day operations of the park, property management, collecting rents, deposits, bookkeeping, people moving in, people moving out, banking fees, calling on delinquent pay of the residents, phones, mailings, pre-addressed rent envelopes which by the way they are going to get delivered this weekend, all the new ones. I give everyone addressed envelopes so they can send their rent in. It covers stamps for mailings, talking to attorneys, coordinating contractors to keep the community running and operating smoothly and paying the bills associated with the park. That's what I have there, 17 grand.

Attorney Kraus: And it's very low given the amount and the intensity of work that was being done that is in the record. I think no one would disagree about the amount of time that Mr. Lennon has dedicated to the community. You can take judicial notice or administrative notice in your own lives or practices at 5% under the circumstances is very reasonable because no one does it for free.

Mr. Lennon: Any number I've had I've not embellished it, I've not added. In fact, if anything I'm probably hurting myself. Most of the numbers I'm telling you other than like the fixed costs such as water and sewer I'm going under with the plowing and the landscaping and maintenance, everything I'm going under. I'm trying to be very cautious and

Attorney Kraus: Conservative.

Mr. Lennon: Yes.

Mr. Goncalves: Questions on that folks?

Resident: On capital improvements, aren't they supposed to be paid off in a certain amount of years; there amortized over a certain amount of years. The fence doesn't last forever; the rocks don't last forever.

Mr. Goncalves: Gail, help me out here, where am I looking? Is it on that narrative thing in the beginning? I know where you are talking. It's behind the appraisal thing. I think this is more of a narrative. I don't know how these are coming into our numbers here that we are going over on the spread sheet. We're looking at the actual expenses that he has. Yes John.

Mr. Kelley: That \$17,000 that's for what?

Mr. Goncalves: That's property management.

Mr. Kelley: Who's our property manager?

Mr. Goncalves: Probably Mr. Lennon.

Mr. Lennon: I have a crew of people behind the scenes. I have 6 parks and I have 16 of people working on stuff. I took a percentage of what the income is.

Mr. Kelley: So, you're the one getting the \$17,000 for the maintenance.

Mr. Lennon: No, no it isn't John. It's not that and even if it was you've got a good guy running it, so it doesn't matter if it's me or not. It isn't me.

Attorney Kraus: The capital improvements keep coming up. So, we are in a quandary because there's rent control. Capital improvements can be passed through as the lady suggested based on useful life as long as it's over \$100 and you can include the financing cost. That needs to be in an occupancy agreement. So, we are trying to get once you conclude whatever you're doing, we're preparing and having an occupancy agreement that everyone will get because we are required to do it, but we're subject to the rent control restriction. It will be provided that the rent is dictated by the rent control process even the capital improvement, but we statutorily allowed to get it, but none of these numbers.

Mr. Goncalves: Have those capital improvements.

Attorney Kraus: None. Just so people understand, be careful what you ask for because if we do more capital improvements then we will come back and ask for those monies, the cost of financing and the cost of putting that together and we have not asked for a cent.

Mr. Lennon: I have a quarter of a million dollars into that. If I took that quarter of a million, quick down and dirty math, you take the \$230,000 or whatever we have into it and divide it by 73 homes; I think it's spread over 10 years; that would probably add another \$30, \$40 dollars a month. That's not even calculated in there.

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Mr. Goncalves: Legal accounting and professional.

Attorney Kraus: There are legal bills from my office to the community for the operation of it. It's been intensive in connection with some of these processes and other attorneys and legal and accounting. We have submissions to provide. We are happy to provide them.

Mr. Lennon: Do you want me to provide it? I have a breakdown of it. This is a breakdown of every single one of them.

Mr. Goncalves: Give me as much as you can.

Mr. Lennon: That's over the last twelve months, everything that's been paid.

Attorney Kraus: And that will be L, Mr. Chairman.

Mr. Goncalves: This is only for this park?

Mr. Lennon: Only for that park. Everything I'm showing you is only this park and there's been a lot of litigious things going back and forth.

Mr. Young: These legal fees are these ongoing?

Mr. Lennon: No, it depends. I mean it seems to be.

Mr. Young: If they are not ongoing, then they shouldn't be added.

Attorney Kraus: Any business that operates, you can ask counsel, has expenses. Unfortunately legal, accounting, bookkeeping it is in the normal course of operating any business.

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Mr. Young: And they should be written off on your taxes not on this.

Mr. Szlosek: No that's not true. They're an expense but the thing is, is this an extraordinary expense because we are looking prospectively at what is expected in the future. This is, we're setting the rates prospectively, can we expect to see those rates in future years.

Attorney Kraus: Given with that going on, accounting and legal who knows. I don't have a crystal ball sir, but those are not extraordinary expenses for the communities that I represent given the kind of issues that you face all the time.

Mr. Szlosek: I understand that.

Mr. Lennon: Vice President did you have evictions, did I say the wrong one?

Attorney Kraus: Mr. Vice Chair.

Mr. Goncalves: Your tax prep is cheap. Is there more than this?

Mr. Lennon: No, that's it. I have LLCs and that's only on the LLC for this park. Honestly, I have not embellished anything on it. If I've done it anyway, its probably been hurting me.

Attorney Kraus: We are happy to submit backup. We've given you the backup for a reasonable; this is the evidence that supports and underpins the financial statement you have in front of you, and we are happy to submit further detail if the Board asks, but \$212,000 total on the community based on the income that's what it costs to operate it. That's why nobody wanted to buy this place.

Mr. Szlosek: Can I say this and I'm looking this over holistically and you have not actually included; I don't see anything for what you've put in for capital improvements and your allowed to advertise that and it should show here because when I look down at the rate of return of 14% and I look at what our charge is which is equal to the debt service rate for residential or commercial property generally available from institutional first mortgage lenders, 14% sounds high.

Attorney Kraus: Yeah, but then you read the next sentence if you could, and I'll read it out loud. The Board in any given case may on the basis of evidence presented to it adopt

Mr. Szlosek: I understand that.

Attorney Kraus: So, let's say you arguably added in the capital improvements of \$250,000; I think it's

Mr. Szlosek: So why wouldn't you do that; show me the math.

Mr. Lennon: I was trying not to do that because that would have pushed it way over the top, Mike.

Mr. Szlosek: I'd like to see the math because you're saying you put all of that in, but I haven't seen the math.

Attorney Kraus: I'll do the math for you very quickly, sir, without financing costs. I think its

Mr. Szlosek: And I don't know how long those assets, the values of those particular assets are, how long you amortize.

Attorney Kraus: I'll give you 10 years. That's to the benefit of the community if I use a 10-year factor.

Mr. Szlosek: Well, some things are 7 years, some are 20-year assets. To fix a road, that's a 20-year asset.

Mr. Lennon: There's no road fixing in here. What that is, is 30 yards of trash and that can be spread over one year. I took 30 yards of trash out of there and that cost me \$45,000. I removed abandoned homes, none of the ones I renovated. G1 was taken out of here, that was the one right at the front of the park, that was a big eyesore for everyone. C10 was taken out of there and B9 was taken out of there. That cost me \$25,000 just to have those homes taken out of there.

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Mr. Goncalves: Is any of this relevant to how we are going to make this decision tonight?

Attorney Kraus: We are answering the question of the Vice Chair. The math comes out to about \$27.00 a unit per month if you were going to add it in.

Mr. Lennon: And also, you mentioned that you thought 14% was high; that did not take into consideration if we added that in, that number would drop way down significantly.

Attorney Kraus: The evidence has also shown Mr. Vice Chair, Mr. Chair through to your members, that the rent hasn't gone up in 10 years. Now I understand the regulations is a snapshot in time, but we're presenting a case to you, circumstances, the evidence. I don't think anyone is arguing that the rent has increased in the last twelve years. In fact, we are only allowed to petition you once every twelve months. That's in the law. So, this is a moment in time and if you were to grant an increase it would last until either we petition or someone petitions to lower it, which the residents are allowed to do. So, I'm suggesting to you as I told you \$409.00 is the calculation. If you accept our expenses and the valuation and the 7%, use 6%, it would still be around \$394.00, \$396.00.

Mr. Kelley: As far as the dumpsters, he did take a lot of dumpsters out, but over half of them were for homes that he remodeled and is reselling.

Mr. Goncalves: Right, but that expense is in here.

Mr. Kelley: And as far as the rent increase, our last rent increase you people should know on the Board it was 2015, not 10 years ago, 7 years ago.

Mr. Lennon: None of the capital improvements were included, which also wasn't included is the emergency reserves. I'm skating on thin ice without a net. I have absolutely no reserves. I had them in there before, people said something, I just took them out. I don't even have; I could petition the Board and say I think I should have something in there. Like I said any community, anyone that owns an apartment building has to have some reserves set aside. I'm doing nothing on that.

Attorney Kraus: We would ask you to determine whether administratively you could add a factor. That is a normal expense of operating particularly a park that's older, where expenses accrue all the time as you heard about the pipes. This park goes back I don't know how many years. Mike you may know.

Mr. Szlosek: The 30's; it was originally a camp and people started living there year-round.

Attorney Kraus: Right so particularly an older park is going to have extraordinary maintenance expenses.

Mr. Lennon: So, I removed the emergency repairs. Even though every investment, community, town, whatever have a line item for emergency repairs, I'm going without one. They suggested that I don't have one, so I went ahead and by the way there is always unexpected expenses. Let

everyone think of their regular house, oops the transmission went, oh this went, my heating system went, the roof's leaking, there is always things. I'm saying for the individual homes they always have stuff coming up. I have stuff popping up too.

Attorney Kraus: Right, the evidence is as we're presenting to you and Mr. Lennon can be qualified as an expert and you have a lot of experience on the Board, reserves are absolutely necessary if you're are going to maintain a community properly. That's what happened before. They didn't have any reserves and what happened; no repairs were done. That's what happens.

Mr. Lennon: It's almost a complement to thinking I don't need it because it is so well run, but water lines break, trash accumulates, snow; it might snow more. I went very casual and very conservative on the snow. Trees unexpectedly fall down. They need pruning, removing. I'm going with no reserves on it.

Mr. Goncalves: Does anybody object to our taking a 10-minute break? If you folks want to talk amongst yourselves, if anybody wants to regroup here, if anybody on the Board wants to maybe think and formulate any type of questions. Okay, so we are going to take a 10-minute break.

Attorney Kraus: Before you go on break Mr. Chairman, is it your intent to close the hearing tonight?

Mr. Goncalves: It is if that's what my Board votes on. I would suspect that we are going to make sure everybody's clear, questions, comments, get it out of your system. We'll close the hearing and I'll speak with the Board, and we'll make a decision on whether we want to deliberate tonight or we want to absorb it. There are a lot of moving parts here, but I'll leave that up to the gang here.

Attorney Kraus: Thank you Mr. Chairman.

Mr. Goncalves: We think in the best interest of everybody's concerns here are you done submitting evidence right now?

Attorney Kraus: Unless the Board feels that it needs more evidence with respect to any line items or any factor.

Mr. Goncalves: Alright I'll get to that Attorney Kraus. So, your done with any documentation right now. Are there any questions on anything that has been submitted? Yes, John.

Mr. Kelley: Just on the maintenance, he said it was how much?

Mr. Goncalves: Let me finish and then maybe I'll answer your question.

Mr. Kelley: Well, it will only take a second. As far as the maintenance, he's got a resident in there weeding the hill and stuff. Why isn't our maintenance guy weeding it? Our hill looks horrible, and he's got a resident in there that weeded it. If he's paying a maintenance guy, why isn't the maintenance guy weeding it? Why is a resident doing it?

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Mr. Goncalves: I'm not sure if I can answer that. I just don't know if any of that is in any of these figures. During the course of what we've gone through this evening, there was a lot of offers on the part of the petitioner to submit additional documentation okay. At the same time, some of the documentation like this legal bill and these landscaping bills, etc. you folks have never had an opportunity to look at them. So, what we are going to ask the petitioner to do is to take these additional exhibits that you submitted today along with any other documentation and bills that you may have offered up to support some of these figures, and we'd like you to serve them on every resident and this Board within 7 days and we're looking at 3 weeks from tonight we'll come back here. We are going to leave the hearing open and reconvene in 3 weeks. You'll get documents that were submitted here, any of the documents that they'd like to submit.

Resident: In the mail?

Mr. Goncalves: They're going to have to serve them on you somehow, whether it be mail or proof of mailing or by hand with witnesses. We have to leave that up to them.

Attorney Kraus: Mr. Chairman and through you and your counsel, is it not sufficient to have the record available at Town Hall for people to review?

Mr. Goncalves: No because I think if I'm not mistaken Chapter 30 is going to obligate us to make sure that everybody is served in the same fashion they were served to get here.

Attorney Kraus: I'm not going to argue. I don't think it's a mandate, but what we will do; you're asking for all the exhibits?

Mr. Goncalves: All these exhibits.

Mr. Lennon: I don't want to miss one; either we can get them back because I gave you my originals.

Attorney Kraus: Do you have a copier?

Mr. Lennon: Isn't there a copier in the Town Hall that we can at least make a copy and you can keep what I gave you and I can get a copy back.

Attorney Crowley: I think all the offices are locked up at this point, I'm sorry.

Mr. Lennon: Can I take those, and I'll serve the town back with them.

Attorney Crowley: What we could do is have them copied tomorrow.

Mr. Goncalves: And you could pick them up.

Attorney Kraus: Can you scan them? Can counsel scan them, send a PDF to me if you have the letters on them like D, E, G

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Mr. Goncalves: Yeah we do. They are all marked up.

Attorney Kraus: and then what I'll do is talk to my client to see if he wants to supplement anything. We may supplement some information if you want something on interest rates or something like that

Mr. Goncalves: Whatever you want to give us Attorney Kraus for supplements, for any of the figures that are included on the spreadsheet, on the financial analysis.

Attorney Kraus: or that go to the factors in the bylaws. That's what I am going to suggest. When is 3 weeks from now? What's your pleasure, Mr. Chairman. Give me the, can we do it sooner than 3 weeks?

Mr. Goncalves: No, only because after their service, given it's 7 days, we're looking at at least 10 days, that pushes us to a Monday or Tuesday, and I can't get any room in this Town Hall on a Monday or a Tuesday.

Attorney Kraus: Fine Mr. Chairman, how about the 15th, can I do the 14th?

Mr. Szlosek: That's a Wednesday.

Attorney Kraus: Yeah can I do a Wednesday, that Thursday is bad for me, but I don't want to delay it another week. You said Mondays and Tuesdays are tough for the Town Hall? How about Wednesday the 14th?

Mr. Szlosek: I will not be here.

Mr. Goncalves: The 15th?

Attorney Kraus: You know what my client can't make the 15th.

Mr. Goncalves: How about the 19th, Monday?

Attorney Kraus: How about Monday the 19th, yeah?

Mr. Goncalves: We'll come back here, and I'll make sure that whoever is in this room is cleared out and they go somewhere else. So, we are going to go ahead and continue the hearing to 6:00 o'clock on September 19th. You folks will get a package, okay, you'll be able to review it, etc. and you guys will get us the packages at the same time you get it to them, just a copy to the Board here.

Attorney Kraus: So, Mr. Chairman since you've notified everyone, do we have to send notice of the next hearing; I don't think so.

Mr. Goncalves: We'll post it with the Clerk's Office.

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Attorney Kraus: So, we are not responsible for that?

Mr. Goncalves: Right.

Attorney Kraus: And we may provide as the Vice Chair suggested some mathematics on the capital improvements for the Board's consideration because the Vice Chair has asked for it and we will do that. Thank you Mr. Chairman.

Mr. Goncalves: Is there any evidence from any of the residents that you would like to submit tonight to this Board that we should include as an exhibit? We've taken Marilyn's. We have that.

Gail: I was looking at the sales agreement and on one of the last pages it says it is understood that within 10 business days of execution of the agreement seller shall provide purchaser as provided in the offer 3 years of park expenses including utilities and a list of any park owned property equipment and/or manufactured homes.

Mr. Goncalves: Yeah, Gail I don't think that has anything to do with us on this one here. That's part of a purchase and sales or whatever else between any prospective buyers, etc., but thank you. I've got to ask if we scan in the exhibit that was submitted by Mrs. Valenti can we ask them to.

Attorney Kraus: We'll be happy to send her one page letter along, but if anybody submits anything into the record

Mr. Goncalves: It's got to be in the next 7 days.

Attorney Kraus: they've got to give us a copy of it. Just for the record, the close of submissions, lets just be clear about this, is going to be next Thursday at 5:00 p.m.

Mr. Goncalves: Yes.

Attorney Kraus: And can we make them to counsel? Can we provide them to counsel if we are going to email something like a PDF?

Attorney Crowley: There is an email address for the Rent Control Board.

Attorney Kraus: Can you give me that please?

Attorney Crowley: It's on the website.

Attorney Kraus: If somebody has that email address because we will email it to the Board.

Mr. Goncalves: Rentcontrol@ludlow.ma.us.

Attorney Kraus: I'm going to give a copy to your counsel as well just because I'm not sure about this. My client is a little concerned that if we send in the package this letter by Ms. Valenti that

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we're not condoning it, we don't agree with it, we don't support it. Frankly if Ms. Valenti wants to make sure that all her neighbors have it, that should be her obligation.

Attorney Crowley: It is her obligation and would ask under the circumstances that...

Attorney Kraus: I'll tell you what then it has to be marked by sending that we don't agree with this. I want you guys to do it, you and the chair. You decide how you're going to write on this thing, but by transmitting it we are not condoning it, supporting it, agreeing with it in any way, but I don't want to doctor it.

Mr. Goncalves: We have that on the record right now if that's sufficient.

Attorney Kraus: Well, I'd rather you mark this.

Mr. Lennon: Let's keep this. They have a copy of it.

Attorney Kraus: If you mark it, I don't want to be accused of markings or changing Ms. Valenti's work product.

Attorney Crowley: Actually, I apologize, this document was mismarked and my error. This should be Exhibit 1, as an exhibit from the residents, rather than as an exhibit from the owner and so we are going to remark Exhibit G to Exhibit 1, Mr. Chairman, to keep the record straight.

Attorney Kraus: So G is now 1, Residents 1.

Attorney Crowley: And there is no Exhibit G. The owner's exhibits are letters and the residents' exhibits are numbers.

Attorney Kraus: Can you write on it that this was submitted by.

Mr. Goncalves: We already put it submitted by resident.

Attorney Kraus: Alright so your going to, okay, so that's part of the transmission your sending to us.

Mr. Goncalves: So, you folks understand that you have 7 days to get something to the owner, to the town. Otherwise, no additional entries will be allowed.

Gail: Say that again.

Mr. Goncalves: Anything that you want to submit along with this documentation that we've been taking in as evidence from everybody; if there is something you'd like to submit.

Gail: What about what I said about...

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Mr. Goncalves: That's not something that we deal with here at this Board Gail.

Mr. Kelley: We're going to get this package so we can look at it.

Mr. Goncalves: You are going to get this packet, yes.

Mr. Kelley: And we'll have some time...

Mr. Goncalves: And any additional documents they want to send along to support anything that they've talked about tonight or anything new that they think is.

Attorney Kraus: So, let me ask Mr. Chairman, are you allowing submissions the night of the hearing?

Mr. Goncalves: No.

Attorney Kraus: So, the record closes by way of written submissions a week from tonight.

Mr. Goncalves: Yes.

Attorney Kraus: Okay.

Attorney Crowley: But the hearing remains open in case there is any rebuttal on anything that has been submitted.

Attorney Kraus: Okay, but written submissions

Attorney Crowley: Close 7 days.

Attorney Kraus: A week from today, 5:00 o'clock.

Attorney Crowley: Right and then

Attorney Kraus: Can I expect to receive those documents tomorrow because we want to get them out immediately.

Attorney Crowley: We will get them scanned and sent over.

Mr. Lennon: So, what you send is what we send out; I just want to make sure.

Attorney Kraus: And anything else that we have.

Resident: I just wanted to make one comment. Would there be a way to include in the packet of the next date, the next hearing date so that when everybody received the packet that they would also receive that date in the packet as well so that they would be reminded of it?

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Mr. Goncalves: No. I think we've made a determination here.

Resident: In case somebody wasn't here and didn't know it.

Mr. Goncalves: It would be up to them to check with Town Hall. It will be posted with the Clerk's Office and available on the town's website like every other meeting.

Attorney Kraus: It becomes dangerous if we start doing this and we miss someone and then all of a sudden someone raises, well you didn't notify so and so of something. That becomes our problem, and it shouldn't be.

Mr. Young made a motion to continue the meeting until September 19th at 6:00 pm, seconded by Ms. Evangelista. All in favor, Vote 4-0.

 Chairman

Mary Celeste Evangelista

Judith G. Kezavach

Joseph Young

Mobile Home Rent Control Board

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