



April 2020

DELAWARE MANUFACTURED HOME OWNERS ASSOCIATION  
(DMHOA)

*The M. A. D. Newsletter*  
*(Make A Difference)*

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Contact Us:

**Mailing Address:**

DMHOA  
PMB 5,  
24832 John J. Williams Hwy  
Millsboro DE 19966

**Phone:** 302-945-2122

**Email:** Use “Contact” link on website.

**Website:** [www.dmhoa.org](http://www.dmhoa.org)

**COVID 19 Special Edition** from the DMHOA President:  
**This is a Coronavirus (COVID-19) Special Edition newsletter being published during the Delaware State of Emergency declared by Governor Carney in March 2020.**

This newsletter contains information to help Delaware residents, who live in manufactured housing on leased land, during this time of uncertainty. The information is only a snapshot in time and will change as circumstances evolve. We urge you to follow the daily guidance from the State of Delaware and from the U.S. Center for Disease Control and Prevention (CDC). Please see our “**Resources for Individuals**” section in this newsletter for specific web site links, along with local help for food, rent, utilities and more.

A “physical distancing” protocol to stop COVID-19 transmission, combined with social connections is worth the effort to keep us all safe. That’s where a strong HOA can make all the difference. This crisis represents an opportunity to organize, build or rebuild your HOA as appropriate. Effective HOAs can quickly get information to and from their residents for problem resolution. Please see our “**Resources for HOAs**” and “**HOA Innovations**” sections of this newsletter for some valuable ideas.

**DMHOA General Membership “physical” meetings** have been cancelled for the next few months and replaced with “**electronic telephone conference calls.**” We invite anyone living in manufactured housing on leased land and HOAs to join us for the **next telephonic conference call at 6:30 pm on April 27<sup>th</sup>**. Please see our “**DMHOA Upcoming Events**” section of this newsletter for details.

As a statewide organization, DMHOA has an established communication network with Delaware advocacy groups, legislators and government officials. We use these connections to help all of us. In the coming weeks, we will continue to reach out to you as needed.

Please check [www.dmhoa.org](http://www.dmhoa.org) frequently and share our information with your friends and neighbors thru social media, email, texts, and phone calls; every safe way you can.

We all know how dangerous COVID-19 can be for our elderly population and people with pre-existing health conditions. Since vulnerable people must be isolated and protected, we need to step up and help each other. We can accomplish more as a group than any one person can do alone. Together, we **will** endure this crisis and return to prosperous times.

Stay safe and healthy,  
Bill Kinnick

## COVID-19 RESOURCES AVAILABLE FOR INDIVIDUALS

### Information Sources:

Delaware Latest Announcements: <https://delaware.gov>

Delaware COVID-19 Website: <https://coronavirus.delaware.gov>

Centers for Disease Control and Prevention (CDC) Covid-19 Website: <https://www.cdc.gov>

Local - Sign up for email updates from your local elected Representatives on their websites.

DMHOA website: [www.dmhoa.org](http://www.dmhoa.org)

### Delaware Hotline:

Delaware 2-1-1 is the state's referral hotline - One central resource for access to the health and human service organizations providing:

- Emergency food assistance during the current public health crisis (or anytime), they can provide you with contact information for food pantries.
- Emergency / Transitional Shelters
- Child Nutrition Sites
- Utility Assistance
- Crisis Services
- Legal help
- Other human service providers.

**Phone:** 2-1-1 or 1-800-560-3372

**Text:** Text your zip code to 898-211

**Website:** [www.delaware211.org](http://www.delaware211.org) sign up for updates to come to your inbox

### Housing /Rent/ Utilities Assistance:

#### 1. Moratorium on Evictions, Late fees and Utility shutoff's:

Effective March 25, 2020, Governor John Carney placed a moratorium on evictions, late fees, and utility shutoffs until the State of Emergency is lifted so no adverse action should be taken against tenants during this time.

**DMHOA advises all homeowners that bill payment is still your obligation during this time of crisis.**

#### **If you cannot pay your lot rent or your utility bills:**

- Contact the landowner, management office or utility company **immediately** and advise them of your situation so that something can be worked out.
- Always put agreements and conversations with your community management and or utility company in writing for your OWN records.

- If you have lost your job due to COVID-19 apply **immediately** for “**COVID -19 Rent / Utility Assistance**”, identified below - #2
- Apply for the “**MHAP Program**” if applicable, identified below - #3

## **2. COVID-19 Rent / Utilities Assistance:**

Up to \$1,500 in grant money is available to Delawareans struggling to pay rent or electric bills due to COVID-19.

**To qualify:** You must be affected by shutdowns, closures, layoffs, reduced work hours, or unpaid leave **due to the COVID-19**.

**Payments:** Up to \$1,500 in assistance. Payments will be made directly to the property owner or utility company.

### **To be eligible:**

- You must reside in Delaware
- Have a maximum household income at or below 80% of the Area Median Income (AMI) for the county in which they reside (chart is available at the links provided).
- Provide documentation showing an impact on their employment or income beginning March 10, 2020 or later that is attributed to the COVID-19 pandemic.
- This includes such instances as a layoff, reduced work hours or needing to take unpaid leave due to childcare or other issues arising as a result of the health crisis.
- For specific information concerning eligibility go to:  
[http://www.destatehousing.com/OtherPrograms/ot\\_dehap.php](http://www.destatehousing.com/OtherPrograms/ot_dehap.php)

### **For more information:**

Check out the Frequently Asked Questions page:

[http://www.destatehousing.com/OtherPrograms/othermedia/dehap\\_faq.pdf](http://www.destatehousing.com/OtherPrograms/othermedia/dehap_faq.pdf)

**Apply NOW:** Applications are available on DSHA's website at [www.destatehousing.com](http://www.destatehousing.com)

- Applications are being processed on a **first come first serve basis**.
- Once funding is exhausted applicants will be added to a **wait list** and notified if additional funding is available.

## **3. MHAP – Manufactured Housing Assistance Program**

This statewide program provides owners of manufactured homes in Delaware assistance in preventing eviction or repossession of their primary residence due to a loss of 15% or more of their income from one of the following hardships with a loan up to \$10,000:

- Involuntary loss of employment or reduction in hours; or
- Inability to work or reduction in hours able to work due to an injury or illness of themselves or for an immediate family member for whom they are the primary caregiver.

**The 90 days or more delinquent requirement for this program has been suspended during this Statewide emergency.**

Phone toll free: 1-888-363-8808

Email: [ContactDSHA@DeStateHousing.com](mailto:ContactDSHA@DeStateHousing.com)

Website: [http://www.destatehousing.com/HomeOwnership/hb\\_mhap.php](http://www.destatehousing.com/HomeOwnership/hb_mhap.php)

#### **4. Problem, question or issue about living in manufactured housing on leased land? Contact DMHOA!**

DMHOA is here to help all residents living in manufactured housing on leased land. We will answer your question or guide you to the appropriate agency for help. Use the contact form on the DMHOA website: [www.dmhoa.org](http://www.dmhoa.org) or call 302-945-2122.

### **Food / Meals:**

#### **1. While schools are closed, Delaware school districts and community partners are working to provide free breakfast and lunch to students.**

- The meals are open to any child 18 or younger. The child must be present at the pick-up.
- Families can visit any of the meal sites listed. The site does not need to be in your home district or at the school your child attends.
- Information is continually updated and available here: <https://www.doe.k12.de.us/page/4149>

#### **2. Seniors, Veterans, anyone in need - Free brown bag lunch distribution in Long Neck DE until further notice:**

- The American Legion Auxiliary Unit 28 and Local Ladies of Long Neck are distributing brown bag lunches until further notice. No questions asked.
- **This is a drive-up service. Free grab and go.**
- Those receiving lunch DO NOT have to get out of their car.
- 50 peanut butter and jelly sandwiches, snacks, juice or water.
- Weekly menu is posted on Facebook @ American Legion Oak Orchard Riverdale Post 28 Family page.

**Locations:** Grotto Pizza in Long Neck parking lot **AND** American Legion Post 28 Entrance.

**Days / Time:** Monday – Friday 11:00 am – 1:00 pm

#### **3. CHEER grocery shopping and delivery for Seniors**

The grocery shopping program is available to CHEER service customers and members in all 7 activity centers: Georgetown, Greenwood, Lewes, Long Neck, Milton, Ocean View and Roxana – plus nutrition sites in Bridgeville and Laurel. This new service is an extension of its CHEER Mobile Mini Market program.

Customers can order groceries and household health and cleaning items from a pre-printed standard grocery list. Available items will be purchased and delivered to the customer's homes on designated days. Customers must pay for groceries upon receipt, plus a \$5 delivery charge to help

offset the cost of the service. Individual orders are limited to a CHEER estimated dollar amount of \$50.

For program details, to sign up and receive a copy of the program guidelines contact Nancy Elliott:  
**Phone:** 302-515-3040    **Email:** [nelliottgrocery@cheerde.com](mailto:nelliottgrocery@cheerde.com)

## **Social Services:**

### **1. Crisis Intervention Services:**

Crisis Intervention Service staffers are available 24 hours a day to assist adults with severe personal, family or marital problems. These problems may include depression, major life changes such as unemployment or loss of an important relationship, anxiety, feelings of hopelessness, thoughts of suicide, delusions, paranoia and substance abuse. To reach the hotline in **southern Delaware, call: 1-800-345-6785**

### **2. Veterans:**

The American Legion service officers are specially trained to provide assistance, free of charge, to veterans and their families. It may involve an application for VA disability benefits, provide information, referrals and resources on education, employment, death benefits and other important topics.

- Delaware's Veterans Service Officer (VSO) is Mr. Joseph Houghton,
- Office phone # 302-993-7255 or email [Joseph.Houghton@VA.gov](mailto:Joseph.Houghton@VA.gov)
- He serves all of Delaware
- All visits to American Legion Posts are cancelled until further notice.

## **Education:**

### **Stay at home resources for families and kids:**

The Delaware Department of Education provides resources for educators and families during this time of extended school closures.

- Remote learning activities for students
- Online arts and cultural programming
- Virtual library events
- Free digital media.

**Website:** <https://coronavirus.delaware.gov/stay-at-home-resources-for-kids-and-families/>

## **RESOURCES AVAILABLE FOR HOAs**

### **Options for holding HOA community meetings:**

HOA's that want to communicate and conduct meetings with their residents are welcome to use the DMHOA electronic telephone conference call number. Reach out to Bill Kinnick at: [williamkinnick@verizon.net](mailto:williamkinnick@verizon.net) for specifics on how it works and give it a shot. You have nothing to lose and everything to gain.

## **Social networking:**

The social networking platform called, "Next Door" is a tool that may work for your community to assist you in helping neighbors stay connected and a great way to provide information.

- This is a system that requires residents sign in any time they want to view or post anything.
- It is a snap shot in time so if you post something it may only be visible for a short period of time as other things get posted and push it down the below the window of immediate visibility.
- Be realistic and know that it will not reach all your residents. Folks who do not have internet or not computer savvy will not use it.

Read more about it and decide if it will work for your community:

<https://blog.hootsuite.com/how-to-use-nextdoor/>

## **Easily translate information into any language.**

For those residents that may be more comfortable with another language, you can ensure they receive your important information.

We use a free program - google translate: <https://translate.google.com/>

- Works for any language
- Can translate entire word documents or single sentences

## **Want to form an HOA? contact DMHOA**

DMHOA is here to help all HOA's and communities wanting to form an HOA. We will answer your questions or guide you to the appropriate agency for help. Use the contact form on the DMHOA website: [www.dmhoa.org](http://www.dmhoa.org) or call 302-945-2122.

# HOA INNOVATIONS

## **Developing a "HOA Residents Wellness Check-In Program":**

Southern Meadows HOA is launching a new program for their community, organized under the leadership of PJ McGill. Those of us lucky enough to know PJ are familiar with his desire to reach out to help Veterans, Seniors and those less fortunate neighbors, especially during this crisis. PJ's background includes being a former Army Infantry Officer, Philly Fire Fighter/Paramedic, and Emergency Room Nurse.

**PJ suggests a Wellness Check-In Program:** "With the onset of the 'War' against Coronavirus, the time has come, to once again, establish and implement a 'Battle' Plan that will insure that our neighbors are managing to stay SAFE and HEALTHY, and when need be, to assist them in securing the proper, appropriate, and adequate assistance and support they may require."

### **How to Start:**

1. Update your current Resident Contact Information email list. Use phone calls if no email.
2. ALL residents, on a regular basis, check-in with designated neighbors; as well as provide support, and assistance to those who may require it.



3. Checking in can be remote via email, texts, or phone calls. **No house visits unless urgent.**
4. Establish how frequently your manufactured homeowner-neighbor should contact their assigned neighbor. For example: at least 3 times per week, perhaps: every Mon-Wed-Fri, or Tue-Thu-Sat.
5. Lastly, encourage everyone to get exercise regularly, weather permitting, in order to keep themselves physically and mentally healthy.

Please seriously consider his plan for your community. You have nothing to lose and everything to gain. Southern Meadows is hoping to get their program up and running on 8 April, to find out more about how the system is working for them email PJ at: [p953m@aol.com](mailto:p953m@aol.com)

### **Ways to communicate with your homeowners:**

The Angola Beach and Estates Manufactured Housing Homeowners HOA (known as Angola Community Homeowners Association) uses one Gmail address to receive all incoming messages.

- The incoming emails all go into an electronic "Mailbox" that can be accessed by 4 designated HOA Officers.
- After a decision is made to distribute the information, one person usually the HOA Secretary, sends out the information electronically to over 150 HOA members in a matter of minutes.
- To avoid these email messages being flagged as *Spam*, HOA members are sorted into smaller groups.
- All members receive the same information, e.g. meeting minutes
- They also have a dedicated phone number which is checked 2 times a day for messages.

To find out more about how this system works, email Angola Community Homeowners Association Gmail: [achainformation@gmail.com](mailto:achainformation@gmail.com)

### **Community Emails:**

When your community sends out emails to your homeowners consider having a sentence at the bottom letting folks know how they can unsubscribe. For example, this is what Murray Manor uses:

If you no longer wish to receive emails from MMHOA use the reply button and specify that you wish to be "UNSUBSCRIBED". You must provide your name and address.

### **Have a good system, procedure or approach that works for your HOA to share?**

Contact DMHOA Director of News Media Joyce O'Neal at [joneal@pa.net](mailto:joneal@pa.net)

## **DMHOA UPCOMING EVENTS UNTIL FURTHER NOTICE**

All DMHOA General Membership meetings will **only** conducted as electronic telephone conference calls. They will be held on the normally scheduled General Membership meeting dates and times until further notice.

**Dates for next conference calls:** April 27, May 18, Jun 22,

**Time:** Please call in at 6:20 pm, Discussion / Meeting starts at 6:30 pm.

**Dial in number:** 978-990-5000

**Access Code:** 907460#

- For better reception we suggest you call in on a land line if possible.
- T-Mobile customers are charged 1 cent per minute.
- To mute your background noise press \*6 (Star 6)

Agenda will be emailed out to everyone a few days before the call.

We encourage everyone to take advantage of this opportunity to hear what DMHOA is doing for you and to ask questions. - all from the comfort of your own home.

## **VOLUNTEER - DMHOA NEEDS YOUR HELP**

### **PROTECT YOURSELF:**

Help us - help you – Please volunteer.

A few hours of your spare time could help save someone's home or wellbeing.

Help us create the environment we all want to live in. **We can't do it without you.**

### **Needed positions:**

- County Representatives - Several for each County
- Additional Fundraising help
- Grant-in-Aide writer/assistance
- Door hangers and drivers for communities without HOA's.
- Web Page Developer/ and helper
- Event coordinators/helpers
- News media helpers in each county
- Answering service helper for DMHOA phone number
- DMHOA Executive Board Members

### **Interested in volunteering?**

Complete the "CONTACT US" form on the DMHOA website: <http://www.dmhoa.org/contact2.html>