

HOW TO CONTACT ATTORNEY GENERAL

Link to Attorney General Complaint Form: <https://www.ag.state.mn.us/office/Forms/ConsumerAssistanceRequest.asp>

If you go directly to the Attorney General's website <http://www.ag.state.mn.us/>, click **How Can We Help**, **File a Claim**, and **Use Consumer Assistance Request Form**

Your Information - fill out

Company Complained About

- **Name Company You Are Complaining About:** Lakeshore Management
- **Contact Person:** Monique Swearing
- **Contact Person Title:** Community Manager
- **Company Street Address:** 5 Viking Terrace
- **Company City, State, Zip:** Northfield, MN 55057
- **Company Phone Number:** 507-645-7471
- **Company E-mail:** leave blank

Other Information - answer both blanks "No"

Product, Service or Payment Involved - can leave this section blank

Explanation & Resolution

- **Explanation of Problem:** (Refer to document below. Use your own wording.)
- **What do you want the company to do?:** (Use your own wording.)

Examples: Comply with MN mobile home law, treat residents with respect, honor commitments of previous park owners and city allowances (office hours, responding to communication), engage with resident association.

VIKING TERRACE ISSUES for MINNESOTA ATTORNEY GENERAL COMPLAINT

- Lakeshore Management's lease agreement, Notice of Compliance for Sale of Mobile Home, 34-page Rules and Regulations documents and letters threatening eviction, all are not translated into Spanish when the majority of residents are not fluent in English.
- Lakeshore's lease agreement violates MN Statute 327C, Manufactured Home Park Lot Rentals, in several respects:
 - Requiring all Viking Terrace mobile home owners to sign Lakeshore's new lease without their prior lease having been terminated for cause in accordance with MN Stat 327C.09.
 - Lakeshore's 34-pages of Rules & Regulations make numerous unreasonable and substantial modifications to the mobile home owners' current lease agreement removing material rights and/or privileges of the residents.

- Lakeshore's notice periods for compliance with their Rules and Regs are in contravention of Minnesota law.
 - Lakeshore's imposition of rent increases are in violation of Minnesota's 60-day notice period and are not "reasonable" under the law.
- Lakeshore requires current, long-term residents to resubmit proof of ownership (titles), insurance coverage and deposits even though those documents should have been provided in the proof of sale.
- Lakeshore is requiring residents to remove external structures (porches, sheds, accessibility ramps, etc.) despite the fact that these structures were previously permitted by the City of Northfield and approved by the prior owner.
- The Community Manager refuses to provide rent receipts when they are necessary for residents to acquire social services.
- Lakeshore has communicated to residents that they are prohibited from discussing their concerns with outside organizations and from organizing.
- The Rules and Regs forbid residents from having anything in their own yard that is "not in use" and lists children's toys, play equipment, grills, bikes, lawn furniture, etc., Again, items approved by prior owner. In addition, residents do not have storage space for said items.
- Lakeshore's on-site Community Manager, during posted office hours, keeps the door locked, blinds drawn and refuses to answer when residents attempt to speak with her about notices of rule violation and to receive their rent payments.
- The Community Manager, on numerous occasions, has been abrupt and disrespectful to the residents when they try to make inquiries about letters they have received notifying them of rule violations.
- In contravention of the Federal Fair Housing Act, Lakeshore requires Minnesota Drivers' Licenses and Social Security numbers from residents. As many residents are not U.S. citizens, they do not have these documents.