

## OFFICE OF THE ARIZONA ATTORNEY GENERAL

KRIS MAYES
ATTORNEY GENERAL

## CIVIL LITIGATION DIVISION CONSUMER PROTECTION & ADVOCACY SECTION CONSUMER LITIGATION UNIT

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July 31, 2025

## SENT VIA CERTIFIED MAIL AND ELECTRICAL MAIL:

Redwood Mobile Home Park, LLC ATTN: Incorp. Services, Inc. 8825 N 23<sup>rd</sup> Avenue, Suite 100 Phoenix, Arizona 85021

Brian Menold 2207 West Main Street Mesa, Arizona 85201 Boa Vida BJJ, LLC ATTN: Dan Modrzejewski 8992 Linden Street Tucson, Arizona 85730

Boa Vida Homes, LLC ATTN: Registered Agents, Inc. 4539 North 22<sup>nd</sup> Street, STE R Phoenix, Arizona 85016

CC:

Redwood Mobile Home Park ATTN: Stephanie Castillo 4100 North Romero Road Tucson, Arizona 85705 stephanie@boavidamhp.com

Re: Lack of Electricity at Redwood Mobile Home Park

To Whom It May Concern:

The Arizona Attorney General's Office ("AGO") has learned that Redwood Mobile Home Park ("Redwood" or the "Complex") is failing to comply with the Arizona Mobile Home Parks Residential Landlord and Tenant Act, A.R.S. § 33-1401, et seq., by failing to provide consistent electricity to its mobile home park residents. This failure has caused many residents to go without air conditioning, forcing them to choose between abandoning their homes for alternative accommodations, or risk their health in sweltering, life-threatening heat. The Complex's failure to provide reliable electricity in these conditions is both unacceptable and unlawful, and is especially troubling given that the Complex is home to scores of vulnerable residents, including infants, children, and seniors.

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Based on consumer statements, we understand that Redwood Mobile Home Park's electricity has experienced frequent and lengthy interruptions to its electrical services throughout the 2025 summer. We also understand that these outages have occurred for a number of years and that the remedies provided are not long-lasting or sustainable. We recommend that Redwood Mobile Home Park have its electrical system assessed to ensure that it can provide electricity to all residents during the summer months, as it is required to do by law.

A failure to remedy these dangerous conditions places your residents at risk of serious injury or death. These risks are not speculative. In the past two years, approximately 277 heat-related deaths occurred indoors in uncooled environments.<sup>2</sup> This risk is heightened in mobile homes which reach dangerous temperatures faster than insulated dwellings.

The Complex does little to warn or protect residents from these serious health hazards. In fact, none of Redwood's online listings and/or advertisements provide notification or warning to would-be tenants about this ongoing, serious habitability issue.

These representations and omissions, appear to be false or deceptive and may constitute violations of the Arizona Consumer Fraud Act (A.R.S. § 44-1521, *et seq.*). The Complex's failure to comply with applicable landlord tenant laws may also constitute unfair business practices.

The Arizona Consumer Fraud Act prohibits the deceptive advertising of real estate leases and unfair business practices. Those who violate the Arizona Consumer Fraud Act may be subject to civil penalties of up to \$10,000 per violation, disgorgement of profits, and responsible to pay restitution to consumers.

The AGO demands that Redwood immediately comply with the Arizona Mobile Home Parks Residential Landlord and Tenant Act, and the Arizona Consumer Fraud Act, by making all repairs necessary to ensure that the electrical system is capable of providing <u>consistent</u> and <u>reliable</u> electricity to all homes at the Complex. Please provide written confirmation, from a licensed vendor, by 5:00 p.m. on **Wednesday**, **August 6**, **2025** to our office.

If the Complex cannot restore electricity to its residents on this deadline, we demand that it offer and provide appropriate, alternative remedies, as may be elected by each applicable tenant until the necessary repairs can be made. This may include placement in alternative housing at no cost to the tenants.

<sup>&</sup>lt;sup>1</sup> We also understand that Redwood struggles to provide consistent running water to residents during the winter months. We recommend that Redwood immediately address this issue as well.

<sup>&</sup>lt;sup>2</sup> Maricopa County Public Health Department, "2024 Heat-Related Deaths Report," available at: <a href="https://www.maricopa.gov/ArchiveCenter/ViewFile/Item/5934">https://www.maricopa.gov/ArchiveCenter/ViewFile/Item/5934</a>; Associated Press, "Heat Deaths of People Without Air Conditioning, Often in Mobile Homes, Underscore Energy Inequity," August 2, 2024, THE COPPER COURIER, available at: <a href="https://apnews.com/article/extreme-heat-deaths-air-conditioning-095cc1820abab04ed9729c6de73f21ce">https://apnews.com/article/extreme-heat-deaths-air-conditioning-095cc1820abab04ed9729c6de73f21ce</a>

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At this time, the AGO also demands that Redwood preserve all documents, correspondence, communications (including employee emails, instant messages, and text messages), and any other written and electronic materials from May 2024 to the present that relate to (a) maintenance requests at the Complex; (b) the electrical and plumbing system and any components of that system at the Complex; and (c) the Complex's sale or advertisement of any products related to the Complex or its other multi-family properties in Arizona in anticipation of consumer fraud litigation.

As a final note, the AGO reminds Redwood that any retaliation against tenants who request repairs is unlawful. Additionally, Arizona Fair Housing Laws guarantee Arizona citizens equal conditions and access to services, such as functioning electricity air conditioning, while renting. As such, any remedial measures or repairs cannot be provided to residents on a discriminatory basis. Housing providers must also make reasonable accommodations for individuals with disabilities. Failing to provide an accommodation to an individual whose disability is impacted or exacerbated by heat related conditions can potentially be a violation of the Fair Housing Laws. The Civil Rights Division of the AGO is tasked with enforcing the Arizona Civil Rights Act and is aware of and monitoring for any discriminatory actions on the basis of a protected class or failures to accommodate those with disability.

If you have questions about this letter, you may contact me at <a href="Meather.Hamel@azag.gov"><u>Heather.Hamel@azag.gov</u></a> or 602-542-7731, or Amanda Salvione, Assistant Attorney General at <a href="Amanda.Salvione@azag.gov"><u>Amanda.Salvione@azag.gov</u></a> or 602-542-8798.

Sincerely,

Heather Hamel

Senior Litigation Counsel

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