

Park Operations Binder Checklist

A free printable resource for California mobilehome and RV park operators

Purpose: Use this checklist to review what belongs in a practical park operations binder, identify missing records, and create a cleaner documentation system for daily operations, inspections, maintenance, resident communication, vendors, and emergency readiness.

What This Checklist Helps You Do

- Set up the main sections of a park operations binder.
- Identify records that are missing, outdated, scattered, or hard to find.
- Create a simple “where is this stored?” map for important documents.
- Prepare a first-pass documentation review before inspection pressure, resident issues, or staff turnover.
- Separate practical organization from official legal, training, inspection, or enforcement requirements.

Important: CAParkManager provides educational and documentation-readiness resources. This checklist does not provide legal advice, issue HCD certificates, or replace official requirements. Verify current requirements with HCD, your local enforcement agency, approved providers, and qualified professionals.

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How to Use This Checklist

Do not try to make your binder perfect on day one. The first goal is visibility: know what records exist, where they are stored, what is missing, and what needs review.

Recommended First Pass

- Print this checklist.
- Create binder tabs or digital folders that match the sections below.
- Mark each item as found, missing, outdated, or not applicable.
- Write the storage location in the notes column, even if the item is digital.
- Flag anything tied to inspection readiness, training records, safety, emergency planning, open resident issues, or active maintenance problems.
- Use the Missing Records Prioritizer near the end of this resource to decide what to fix first.

Suggested Binder Tabs

1. Park Identity and Contacts	2. Permit and Agency Records
3. Manager Training Records	4. Emergency and Safety
5. Resident Communication	6. Resident Complaints and Incidents
7. Maintenance Requests	8. Vendor and Contractor Records
9. Utilities and Infrastructure	10. Rules and Enforcement Support
11. Inspection Preparation	12. Monthly Review and Updates

1. Park Identity and Core Contacts

Start with the basic information a new owner, manager, assistant, or emergency responder would need to orient themselves quickly.

Done	Binder item	What to check	Location / notes
<input type="checkbox"/>	Park name and property address	Confirm the legal/business name, common park name, mailing address, and physical address.	
<input type="checkbox"/>	Owner/operator contact sheet	List owner, operator, manager, emergency contact, and backup decision-maker.	
<input type="checkbox"/>	Park map or space list	Include current space numbers, common areas, utility areas, office/laundry/clubhouse locations, and emergency access notes.	
<input type="checkbox"/>	Staff and role list	Document who handles resident communication, maintenance, vendor scheduling, inspections, and owner reporting.	
<input type="checkbox"/>	Emergency contact quick sheet	Include fire, law enforcement, medical, utility providers, local enforcement agency, and after-hours contacts.	

2. Permit and Agency Records

Keep permit, agency, and official-reference records easy to find. This section should help the park identify who enforces what and where official documents are stored.

Done	Binder item	What to check	Location / notes
<input type="checkbox"/>	Permit to operate records	Locate current permit-to-operate records and any renewal/amendment notes.	
<input type="checkbox"/>	Park ID / DTN / official identifiers	Record HCD or agency identifiers used for official filings, searches, or correspondence.	
<input type="checkbox"/>	Enforcement agency contact	Identify whether HCD or a local enforcement agency is the primary enforcement contact	

Done	Binder item	What to check	Location / notes
		for the park.	
<input type="checkbox"/>	Official correspondence file	Keep copies of relevant agency letters, notices, correction communications, or renewal confirmations.	
<input type="checkbox"/>	Official-source update log	Create a simple log for the date official sources were checked and who reviewed them.	

3. Manager Training and Certificate Records

Use this section to organize manager-training documentation and posting records. Do not treat this checklist as a substitute for official training requirements.

Done	Binder item	What to check	Location / notes
<input type="checkbox"/>	Responsible manager identified	Document who is acting in the park manager or management-capacity role.	
<input type="checkbox"/>	Training provider record	Record the HCD-approved provider used for required training when applicable.	
<input type="checkbox"/>	Certificate or exemption copy	Keep a copy of the certificate of compliance or exemption if applicable.	
<input type="checkbox"/>	Posting location note/photo	Write where the certificate or exemption is posted and keep a photo if useful.	
<input type="checkbox"/>	Renewal/follow-up reminder	Track when follow-up training, certificate review, or official updates should be checked.	

4. Emergency, Safety, and Utility Readiness

This section should be easy to reach during stress. Do not bury emergency information behind routine paperwork.

Done	Binder item	What to check	Location / notes
<input type="checkbox"/>	Emergency preparedness plan	Locate the current plan and note where copies are posted or stored.	

Done	Binder item	What to check	Location / notes
[]	Utility shutoff information	Document gas, electric, water, sewer, and other shutoff or provider contacts.	
[]	Emergency call log	Create a log for major emergencies, after-hours calls, utility failures, or safety issues.	
[]	Fire hydrant / safety inspection records	Store relevant hydrant, fire/life safety, or safety-inspection documentation if applicable.	
[]	Resident emergency communication process	Identify how residents are notified during outages, closures, emergency access needs, or hazards.	

5. Resident Communication Records

Clean resident documentation should capture facts, dates, follow-up, and outcomes. Avoid emotional notes or undocumented verbal promises.

Done	Binder item	What to check	Location / notes
<input type="checkbox"/>	Resident communication log	Track date, resident/space, topic, method, action needed, and follow-up.	
<input type="checkbox"/>	Conversation recap form	Use after important in-person or phone conversations.	
<input type="checkbox"/>	Document request tracker	Track requests for forms, records, rules, repairs, or written responses.	
<input type="checkbox"/>	Resident notice copies	Keep copies of non-legal informational notices and related communication records.	
<input type="checkbox"/>	Communication templates	Store approved general templates for maintenance updates, outage notices, inspection reminders, and operational updates.	

6. Complaints, Incidents, and Rule Issues

This section helps keep sensitive issues organized. Legal notices, enforcement decisions, and disputes should be reviewed by qualified professionals when needed.

Done	Binder item	What to check	Location / notes
<input type="checkbox"/>	Resident complaint log	Track date received, issue, location, people involved, action taken, and follow-up.	
<input type="checkbox"/>	Incident report form	Document accidents, safety concerns, property damage, utility incidents, or unusual events.	
<input type="checkbox"/>	Rule issue documentation form	Capture rule involved, facts observed, dates, photos if appropriate, and follow-up steps.	
<input type="checkbox"/>	Rule enforcement timeline	Track repeated issues and response dates in chronological order.	

Done	Binder item	What to check	Location / notes
[]	Sensitive issue escalation notes	Identify when owner, legal counsel, insurance, law enforcement, or agency contact may be needed.	

7. Maintenance Requests and Work Orders

Maintenance records are one of the most practical parts of the binder. They help show what was requested, who was assigned, what was done, and what remains open.

Done	Binder item	What to check	Location / notes
[]	Maintenance request tracker	Track request date, space/location, issue, priority, assigned person/vendor, and status.	
[]	Work order records	Keep work orders, completion notes, photos, costs, and callback information.	
[]	Preventive maintenance checklist	Track recurring walks, lighting, common areas, drainage, safety items, and seasonal tasks.	
[]	Photo documentation folder	Store before/after photos for significant repairs, inspection corrections, or disputed issues.	
[]	Open maintenance review list	Review open requests weekly so issues do not disappear into memory or text messages.	

8. Vendor and Contractor Records

Vendor records help protect the park from confusion, overpayment, poor follow-through, and missing documentation.

Done	Binder item	What to check	Location / notes
[]	Vendor contact list	List regular vendors, backup vendors, emergency vendors, and preferred contact methods.	
[]	Vendor onboarding checklist	Track insurance, license information if applicable, W-9 status, references, and approved scope.	

Done	Binder item	What to check	Location / notes
[]	Vendor quote tracker	Record quote date, vendor, scope, amount, approval status, and final decision.	
[]	Insurance / license file	Store current insurance certificates and license information where applicable.	
[]	Invoice and completion notes	Match invoices to completed work, approvals, photos, and resident follow-up when needed.	

9. Utilities and Infrastructure

Utility and infrastructure notes help the park respond faster to outages, leaks, repairs, and inspections.

Done	Binder item	What to check	Location / notes
[]	Utility provider list	Document account contacts for water, sewer, gas, electric, trash, internet, and other services.	
[]	Utility interruption log	Track date, utility affected, spaces affected, resident notice, vendor/provider contacted, and resolution.	
[]	Infrastructure map or notes	Keep available maps/notes for utility locations, shutoffs, meters, common equipment, and known problem areas.	
[]	Recurring issue tracker	Track repeated leaks, outages, drainage problems, lighting problems, or equipment failures.	
[]	Major repair history	Keep records for significant system work, replacements, warranties, and vendor reports.	

10. Park Rules and Operating Procedures

This section should help the park act consistently. It should not replace legal review for notices, disputes, or enforcement decisions.

Done	Binder item	What to check	Location / notes
[]	Current park rules	Store current rules and note last review/update date.	
[]	Resident-facing procedures	Include how residents submit maintenance requests, complaints, document requests, and emergency reports.	
[]	Staff SOP outline	Write simple steps for routine tasks: walks, logs, owner updates, vendor calls, and record filing.	
[]	Policy deviation log	Document unusual decisions, who approved them, why they were made, and follow-up	

Done	Binder item	What to check	Location / notes
		needed.	
[]	Review/legal check notes	Flag rules, notices, or procedures that need attorney, owner, or qualified professional review.	

11. Inspection Preparation Records

Inspection preparation should include both records and physical condition review. Use this section before inspection pressure appears.

Done	Binder item	What to check	Location / notes
[]	Inspection prep checklist	Review common areas, lots, utilities, buildings, equipment, lighting, roads, drainage, and records.	
[]	Prior inspection records	Store prior notices, reports, correction notices, and completion documentation.	
[]	Correction tracker	Track issue, location, date found, assigned person/vendor, target date, completion date, and proof.	
[]	Resident notice records	Keep copies of inspection-related resident communications where applicable.	
[]	Final pre-inspection walk notes	Document last review date, open items, photos taken, and owner/manager signoff.	

12. Monthly Review and Binder Maintenance

A binder that is never reviewed becomes another storage pile. Schedule a simple monthly review.

Done	Binder item	What to check	Location / notes
[]	Monthly owner/operator summary	Summarize open maintenance, resident issues, vendor work, inspections, utility issues, and priorities.	

Done	Binder item	What to check	Location / notes
[]	Binder update log	Track what sections were updated and what remains missing.	
[]	Open item list	Carry forward unresolved maintenance, complaints, vendor issues, and document requests.	
[]	Training/source review reminder	Calendar quarterly or semiannual checks of official sources and training records.	
[]	Archive process	Decide where completed records go and how long they are retained based on professional guidance.	

Your First 30 Minutes

Use this quick workflow to turn the checklist into action without getting stuck in perfectionism.

Time	Action
0-5 minutes	Create or label the 12 binder sections.
5-10 minutes	Write the park name, address, owner/operator contact, and emergency contact sheet.
10-20 minutes	Find current permit, manager training records, emergency plan, inspection records, and maintenance request records.
20-25 minutes	Mark missing, outdated, or unclear records directly on the checklist.
25-30 minutes	Choose the top five missing records to fix first and add them to the prioritizer.

30-Day Binder Setup Plan

Week	Focus
Week 1	Create the binder structure and gather core park identity, permit, contact, training, and emergency records.
Week 2	Build maintenance, vendor, utility, and inspection-prep sections. Start using the maintenance request tracker.
Week 3	Build resident communication, complaint, incident, and rule issue sections. Start logging new issues consistently.
Week 4	Review missing records, update the prioritizer, create a monthly review habit, and decide what should move into the full system.

Missing Records Prioritizer

Use this page after your first binder review. Do not try to fix everything in one sitting. Prioritize records that relate to inspections, training, safety, resident issues, and active maintenance problems.

Missing item	Risk level	Who owns it?	Target date	Notes

Missing item	Risk level	Who owns it?	Target date	Notes

Official Verification and Next Step

Official Sources to Verify

Use this checklist for organization and readiness. For official requirements, verify current information with HCD, your local enforcement agency, approved providers, and qualified professionals.

Source	URL	Why check it
HCD Park Operation	https://www.hcd.ca.gov/mmh/parks/park-operation	Permit to operate, park operation resources, emergency preparedness, fire hydrant certification, related topics.
HCD Park Manager Training Program	https://www.hcd.ca.gov/mmh/parks/park-manager-training	Training program overview, certificates, exemptions, and posting expectations.
HCD Park Manager Training Compliance	https://www.hcd.ca.gov/mmh/parks/park-manager-training/compliance	Compliance information for managers, owners, and operators.
HCD Mobilehome Park Maintenance Inspections	https://www.hcd.ca.gov/mmh/parks/mpm-inspections	MPM inspection process, resident notice timing, inspection scope, and preparation resources.
HCD Local Enforcement Agencies	https://www.hcd.ca.gov/mmh/parks/leas	How to understand whether HCD or a local enforcement agency is responsible for enforcement.
HCD Mobilehome Park Forms	https://www.hcd.ca.gov/manufactured-and-mobilehomes/mobilehome-parks/mobilehome-park-forms	Permit, operation, and related HCD forms.

When to Upgrade to the Full CAParkManager System

This free checklist helps you identify what belongs in your binder. The full CAParkManager Compliance Preparation System is designed for operators who want the forms, trackers, sample documents, worksheets, and offline tools needed to build a more complete park documentation workflow.

- Upgrade when you want ready-to-use forms instead of only a checklist.
- Upgrade when your park needs maintenance, resident communication, vendor, inspection, emergency, and owner-summary trackers.
- Upgrade when you want sample filled-out forms to show how records can be documented cleanly.
- Upgrade when you want a structured system for daily, weekly, and monthly park operations review.

Next Step: Download the full system at CAParkManager.com/product/caparkmanager-compliance-preparation-system/ or start at CAParkManager.com/start-here/.