

VILLAGE OF WEBSTEI

MOBILE HOME COMMUNITY RESIDENTS MEETING MINUTES

Wednesday, October 12, 2026 @ 6:00 p.m.
Village Community Center
7421 Main Street West, Webster, WI

I. **CALL TO ORDER** –President, Dedman called the meeting to order at 6:00 p.m.

II. **PRESENT** – Present: President Ed Dedman, Trustees Tom Armstrong; Tim Maloney, Bill Summer; Sue Weis. Others Present: Village Building Inspector Dan Kegley-REM Inspecting; Clerk-Treasurer Debra Doriott-Kuhnly; Greg Marsen - Burnett County Sentinel and the following residents of the Mobile Home Park: John Mortensen; Sue Engel; Christopher Hopland; Joe Collins; Nick and Nikki Johnson; Cassandra Mercer; Violet Martin and Jessica Martin. Laurie Ament-Village resident (not in mobile home park) Absent: Trustees Kelsey Gustafson and Jeff Roberts

III. **PUBLIC NOTICE OF AGENDA** – Motion made by Trustee, Armstrong to approve the agenda as presented; seconded by Trustee, Summer. **Motion carried unanimously.**

IV. **DISCUSSION ON MOBILE HOME COMMUNITY RESIDENTS –**

The Village Board introduced themselves.

Purpose and Village position. President Dedman stated that the meeting was called to address concerns, clarify the Village's position, and hear from residents of the mobile home community about their experiences and expectations. He said the Village was not seeking to evict residents or close the park. Its goal was to work with the park's owner, Olena Investments, and with residents to correct unsafe and unhealthy conditions, so that the park would be a place that residents are safe in and the Village can be proud of. He noted that the Village was able to get Olena to remove the vacant, gutted trailer. Trustee Summer said that problems with the park predated the current ownership and had existed when Trustee Summer was Village President.

Resources for residents. President Dedman reported that he had contacted several organizations and placed written information on the table. These included the Northwest Regional Planning manufactured housing program, which can assist with repair and improvement costs up to and including replacement. They also included the Tomorrow's Home Foundation helping hand loans, which require applying first for energy-bill assistance. He noted that the Burnett County Housing Authority's director was unable to attend. Trustee Weis, representing the Housing Authority, said that about 30 people were on the countywide waiting list, including roughly 12 for Webster, and that the Authority was taking over a 28-unit project in Grantsburg. Applications are income-based, and President Dedman encouraged interested residents to apply. A trustee also noted that USDA offers manufactured home repair programs. President Dedman said he had asked the Webb Lake Men's Club about volunteer help with repairs.

Management and communication concerns. Residents reported difficulty reaching Olena by phone, email, text, and the Doorloop application. They said that Olena's designated property managers had changed several times and that the former on-site contact had moved out of the park. They also said that the contact appointed after that, and the alternative local contact recommended by the former on-site manager, had not been addressed. Residents said they had maintained common areas themselves,

including mowing, clearing around the dumpster and sewer access, and snow-plowing concerns. One resident reported that the Doorloop site, where residents were asked to submit photos of completed repairs, had been taken down. President Dedman said that Olena had told him it had emailed residents the inspection information and had not heard back, and residents disputed this. A resident raised a belief that state law requires an on-site manager. President Dedman said he was not aware of such a requirement and that the Village could enforce its ordinances but could not dictate how Olena runs its business. Trustee Summer asked whether Olena had offered residents a reduced-rent manager position, and residents indicated it had only been raised recently after the proper on-site manager moved out. A resident reported being unable to obtain a bill of sale for a trailer purchased about three years earlier, which prevented the resident from qualifying for assistance programs

Water billing. Residents described water charges that they felt were inconsistent and unexplained. They said charges were assessed per person in a household under lease terms, that the park is served by a single central meter, and that the charges did not appear to be tied to actual usage. One resident said that rent had recently increased.

Winter protections. Trustee Summer stated, citing the Public Service Commission of Wisconsin, that from November 1 through April 15 utilities may not be shut off and residents may not be evicted. Trustee Weis cautioned that rent remained due to the landlord year-round, and that withholding rent could expose a tenant to eviction. Residents noted that their leases contain language stating that payment is due regardless of dissatisfaction with the landlord.

Electrical conditions. Trustee Summer, who worked for many years as a service technician for the area electric cooperative, stated that he had tracked electrical problems in the park for about 20 years. He said that, apart from a recently updated three-meter power bank, the pedestals and grounding were outside code and were the property owner's responsibility. He explained that the utility's responsibility ends at the top of the meter socket. Residents reported flickering lights and furnaces damaged by electrical problems. One resident reported that an energy assistance program had replaced two furnaces in five years and would not provide further replacements until the grounding was repaired. A resident reported that the electricity is in their individual names. Residents also reported that the electric utility had sent a letter to Olena on the question of responsibility, and a resident reported that a licensed electrician had previously recommended repairs, estimated at about $40,000, that were never completed.

Inspections and individual lot reports. Building Inspector Kegley distributed copies of inspection records for each lot and said that he and Zoning Administrator Joe Atwood had identified health and safety items, some under Village ordinances and others under building code. And that he would revisit lots to verify corrections. Residents reported varying levels of detail and photos in the copies they had received from Olena, and some reported inaccurate or mismatched items. Residents provided updates on their progress, including siding, windows, and skirting- indicating that most of the issues that are their responsibility are completed but some are awaiting parts or their schedule to correct. One resident asked about the handrail requirement, saying the existing rail had been designed to accommodate disabilities, and Building Inspector Kegley agreed to work with the resident on it. Building Inspector Kegley volunteered to provide his contact information and to meet with residents individually after the meeting.

State inspection. A resident stated that state inspector was recently at the park. Building Inspector Kegley confirmed that a state inspector had visited the park the prior week in response to a complaint (the state received) about the park itself, not individual units, and had contacted him about his write-ups. Board members noted they would seek further information.

Operator's permit and Board review. President Dedman explained that at its last meeting the Board renewed Olena's mobile home park operator's license, retroactive to July 1, after Olena removed the vacant trailer. The renewal is conditioned on monthly review of progress and would be renewed for one month at a time. Trustee Maloney said that the Board had previously withheld the permit because Olena was not following through on requested corrections. The next review was scheduled for the Village Board meeting on Wednesday, October 14. President Dedman assured residents that the Village had no intention of removing them as long as they continued to work toward correcting the items identified, and that deadlines could be extended for those making progress.

Communication going forward. President Dedman asked residents to forward communications they receive from Olena to the Village office email and to use the Village office as the main point of contact, so that the Clerk-Treasurer's file would be complete and information could be distributed to Board members. Building Inspector Kegley said he would keep the Clerk-Treasurer informed of his communications with residents. Residents were encouraged to speak during the public comment period of regular Village Board meetings. Trustee Summer encouraged residents to continue to work together to push for repairs and to keep the Village informed. The Board did not schedule additional resident meetings but said that it would convene one if circumstances warranted. No Board action was taken on this item.

V. **ADJOURNMENT.** Motion made by Trustee Summer to adjourn, at 7:04 PM and seconded by Trustee Armstrong. Residents were invited to remain and speak with Building Inspector Kegley. **Motion carried unanimously.**

Respectfully submitted,
Debra Doriott-Kuhnly
Village Clerk/Treasure
October 12, 2026
***These minutes are subject to approval at next month's Regular Meeting.