

Water and mobile home parks

Fact sheet

Where do I get my water?

Mobile home parks get water from either:

- A water utility; or
- Its own source of water, like a well.

Most parks get water from a utility. You can ask the park manager who provides your water.

Who is responsible for my water?

The federal regulations define what is a public drinking water system. This applies to all entities, not just mobile home parks – entities such as apartment and business complexes. The mobile home park is responsible for the drinking water *if* it is a registered public drinking water system.

A park must register as a water system if:

- It serves water to at least 25 people for at least 60 days per year; or
- There are at least 15 homes or other buildings getting water.

AND the park:

- Has its own source of water; or
- Charges based on the amount of water used (i.e. you receive a bill for the amount of water you use); or
- Gets water from a utility and then adds additional treatment.

Most mobile home parks are *not* registered public water systems and instead get water from the local water utility. In this case, the utility is in charge of the water up to the water meter that is for the entire park. Water meters are devices in the ground that measure how much water the utility gives the park. The park is responsible for repairing and maintaining the pipes that deliver water to mobile homes past that point.

You can look up whether your mobile home park is a registered public drinking water system on the [Colorado Department of Public Health and Environment's website](#). Contact cdphe.commentswqcd@state.co.us for help.

What should I do if my water tastes or smells bad?

Sometimes minerals or dirt can get into pipes. This can cause water to smell, taste, or look bad. But these materials aren't always harmful. Try running all of the faucets in your house for a few minutes. This may help flush the minerals or dirt. If the problem is still there, tell your park management. They can check to make sure the water is safe. You can also test your tap water with a [certified lab](#) for a fee or contact the water utility directly. You can find your water utility's contact information on your water bill or on the [water system search webpage](#).

How can I make sure I have good water?

- **Water filters:** Water filters are not always needed but can help with the taste of water. Water filters may be on your sink or in your fridge. You can also buy a pitcher with a filter, like Brita. Filters should



be cleaned and replaced regularly. Without proper care, filters can make water worse. We recommend using a filter that does not remove fluoride, which is good for oral health.

- **Hot water heaters:** Old hot water heaters can make water worse. Make sure to replace yours every eight to 12 years.
- **Plumbing:** Old pipes, faucets, and other plumbing can make water worse. Old plumbing might have lead in it. As water moves through pipes, lead can get into it. You can test your tap water for lead at a [certified lab](#).

Who is responsible for my pipes and plumbing?

The park is responsible for pipes going to each mobile home's utility pedestal or pad space. These pipes bring water to homes and take waste away. If a pipe breaks, the park needs to fix it.

Homeowners are responsible for pipes and fixtures within the home.

What should I do if I see water leaking or sewage backup outside?

Tell park management if you see water leaking or sewage outside of your home.

If management does not quickly take care of the problem, you can report the problem to your local public health agency. You can also file a complaint with the Division of Housing's Mobile Home Park Oversight Program. Complaints can be filed online (cdola.colorado.gov/mobile-home-park-dispute-resolution) or by calling 1-833-924-1147 (toll free) and requesting a paper complaint form by mail.

If the problem persists, please call the state's spill reporting line at 1-877-518-5608.

Mobile home park responsibilities:

Mobile home park management is responsible for providing good service. They need to:

- Have an emergency contact number and post it in common areas of the park.
- Provide a different source of water and restrooms if there is no water for longer than 24 hours.
- Make sure plumbing lines are repaired and in good working order.
- Give 48 hours notice before planned maintenance that will shut off water for more than two hours.

Contact & complaint information

Contact the Mobile Home Park Oversight Program

cdola.colorado.gov/mobile-home-park-oversight

MHPOP@state.co.us or 1-833-924-1147 (toll free)

Water Quality Control Division

cdphe.colorado.gov/dwinfo

cdphe.commentswqcd@state.co.us or 303-692-3500

