
National Communities Council Institutes Code of Ethics

As the national trade association for the manufactured housing industry, MHI is working to ensure that the media, policymakers, and homebuyers understand the positive aspects of living in land-lease communities. As a part of this effort, MHI's National Communities Council (NCC) has instituted a [Code of Ethics](#), which are a set of principles that NCC members must subscribe to as part of their membership with MHI.

While already the norm for professional owners and managers, the NCC has formally reaffirmed the membership's commitment to residents. The principles in the Code of Ethics focus on promoting the benefits of manufactured housing and land-lease communities, as well as customer and resident relations.

Reliable, high-quality, and professional services are integral to providing an exceptional quality of life for residents, and the vast majority of investor-owned, land-lease communities in the United States are professionally managed, well-run and well-maintained by responsible owners. These owners and managers are vested in the manufactured housing business and seek property management training and certifications like becoming an Accredited Community Manager through the Manufactured Housing Educational Institute.

Recent MHI consumer research shows that residents who live in land-lease communities are highly satisfied with their housing choice. According to MHI's consumer survey, 95 percent of residents in 55+ communities and 87 percent of residents in all-age communities report satisfaction with their homes. Further, 76 percent in 55+ communities are highly satisfied. Residents cite affordability and the ability to own their home as the top reasons for selecting manufactured housing. Sixty-two percent anticipate staying in their homes for more than 10 years, with 38 percent saying they plan to stay in their homes indefinitely. MHI's research also reveals a high likelihood of residents recommending this housing choice to others.

The NCC Code of Ethics is available to MHI members on [MHI's webpage](#).

If you have any questions, please contact MHI's Government Affairs Department at MHIgov@mfghome.org.