

**Charles W. Drago**, Secretary

**Charlie Crist**, Governor

**Division of Florida Condominiums, Timeshares, and Mobile Homes  
Annual Report**

**Fiscal Year 2008-2009**

**1. Number of training programs provided for condominium association board members and unit owners.**

During fiscal year 2008-09 the Division provided the following courses for unit owners and association board members:

- Board Member Responsibilities
- Budgets and Reserves
- Elections
- Financial Reporting

Twenty four (24) sessions around the State reached 888 attendees. Additionally, the Division produced and distributed, at the request of the public, a free condominium educational CD. From July 1, 2008 through June 30, 2009, the Division distributed 900 English condominium educational CDs and 89 Spanish condominium educational CDs.

**Attendees of Training Classes: 888**

**Condominium Educational CDs (English) distributed: 900**

**Condominium Educational CDs (Spanish) distributed: 89**

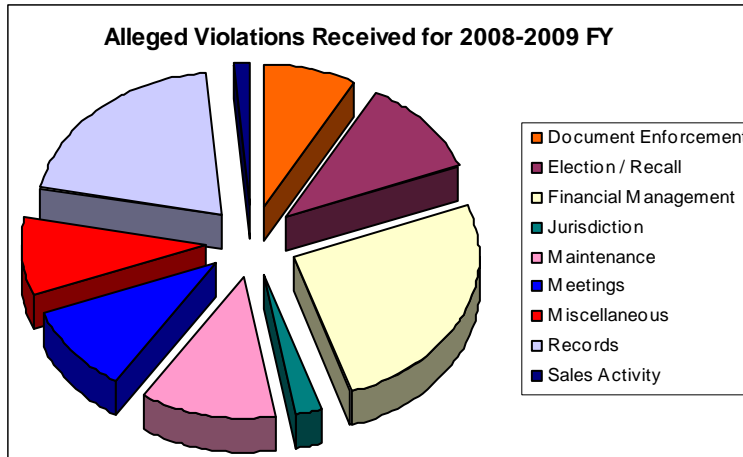
**99% of participants indicated that the courses increased their knowledge and understanding of condominium or cooperative law**

**2. Number of condominium complaints received by type.**

Chapter 718, Florida Statutes, does not categorize complaints by "type." Accordingly, the Division does not register complaints by type, but does maintain the alleged violations cited in complaints in an accessible database. Complaints are grouped in nine broad categories to allow for a greater understanding of the wide range of violations that are received.

A total of 2,344 complaints (which contained 3,663 alleged violations) were

received between July 1, 2008 and June 30, 2009. A breakdown of the alleged violations follows:



Alleged Violation Categories for Fiscal Year:

Document Enforcement	299	8.16%
Election/Recall	404	11.03%
Financial Management	944	25.77%
Jurisdiction	80	2.18%
Maintenance	443	12.09%
Meetings	368	10.05%
Miscellaneous	324	8.85%
Records	747	20.39%
Sales Activity	54	1.47%
<b>Total Allegations</b>	<b>3,663</b>	

**The three categories receiving the most complaints for fiscal year 2008-2009 were: Financial Management, Access to Records, and Maintenance, issues.**

**3. Number and percent of complaints acknowledged in writing within 30 days.**

Section 718.501(1)(m), Florida Statutes, requires that the Division must acknowledge the complaint in writing within 30 days after receipt of a complaint. This acknowledgment notifies the individual as to whether their complaint is within the Division's jurisdiction, and if so, requests additional information if necessary.

Of the 2,344 complaints addressed by the Division, 26 were initiated by the division. Of the remaining 2,318 complaints, 2,232 were acknowledged within the 30-day threshold.

**96% of complaints (2,232 of 2,318) acknowledged within 30 days**

**4. Number and percent of investigations acted upon within 90 days.**

All complaints (100%) were acted upon within the 90-day requirement. A complaint is acted upon when received and includes entering the complaint into our case tracking system, acknowledging the complaint in writing, and contacting the complainant by telephone within 24-48 hours.

However, for reporting purposes and consistent with chapters 61B-20 and 21, Florida Administrative Code, the Division also tracks the resolution of complaints resolved, by issuing an information letter, warning letter, or an administrative action (consent orders or notices to show cause), within 90 days.

Of the 2,344 complaints received July 1, 2008 to June 30, 2009, 1,612 (69%) were resolved within 90 days or less.

**69% of complaints (1,612 of 2,344) resolved within 90 days.**

**5. The number of investigations exceeding 90 days.**

Section 718.501(1)(m), Florida Statutes, requires that the Division to provide the complainant with monthly updates on the status of our investigation if it exceeds 90 days.

Of the 2,344 investigations initiated by condominium unit owners, 709 investigations exceeded the 90-day resolution threshold. Included in the factors for an investigation not being resolved in 90 days includes: case complexity, difficulty gathering evidence, uncooperative witnesses, and due process considerations.

**30% of investigations (709 of 2,344) exceeded 90 days.**

**6. The department shall evaluate the division's core business processes and make recommendations for improvements, including statutory changes.**

The Department does not have any process or recommended statutory changes at this time.