

Ken Lawson, Secretary

Rick Scott, Governor

September 10, 2012

Dear Interested Parties:

As required by Chapter 718.501(1)(s), Florida Statutes, the Division of Florida Condominiums, Timeshares, and Mobile Homes annual report for fiscal year 2011-2012 is attached. This report details the division's enforcement of the laws governing the development, construction, sale, lease, ownership, operation and management of residential condominium units under Chapter 718, Florida Statutes.

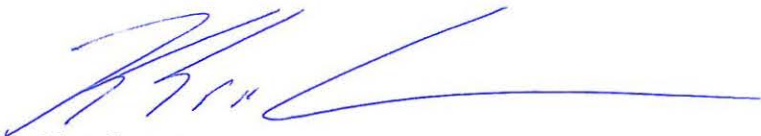
Included with this report are the following items:

1. The number of training programs provided for condominium association board members and unit owners;
2. The number of complaints received by type;
3. The number and percent of complaints acknowledged in writing within 30 days as required by section 718.501(1) (m), Florida Statutes;
4. The number and percent of investigations acted upon within 90 days as required by section 718.501(1) (m), Florida Statutes;
5. The number of investigations that are in excess of the 90-day requirement; and
6. Recommendations for making improvements to the Division's core business processes and legislative changes.

The division will continue to monitor our complaint handling process to identify improvements in the response time and other efficiencies which can be achieved or maximized.

We strive to continuously improve the level of service provided to Florida's condominium residents.

Sincerely,



Ken Lawson
Secretary

Ken Lawson, Secretary

Rick Scott, Governor

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

Fiscal Year 2011-2012

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

During fiscal year 2011-12, the division provided the following courses for unit owners and association board members:

- Board Member Responsibilities
- Budgets and Reserves
- Elections
- Financial Reporting
- 2010 Legislative Updates (Newly added)
- The Complaint Process (Newly added)
- Board Member Certification.

Sixty two (62) sessions around the State reached 7,291 attendees. (More than double the number from last year.). The division produced and distributed, at the request of the public, a free condominium educational CD along with a new CD specifically for cooperatives. The division now offers a board member certification class along with seven CAM CEU courses. Additionally, in June of 2012, the Division began holding bi-monthly training classes for the DBPR Customer Call Center staff on condominium and cooperative issues. From July 1, 2011 through June 30, 2012, the division distributed 1,391 condominium educational CDs.

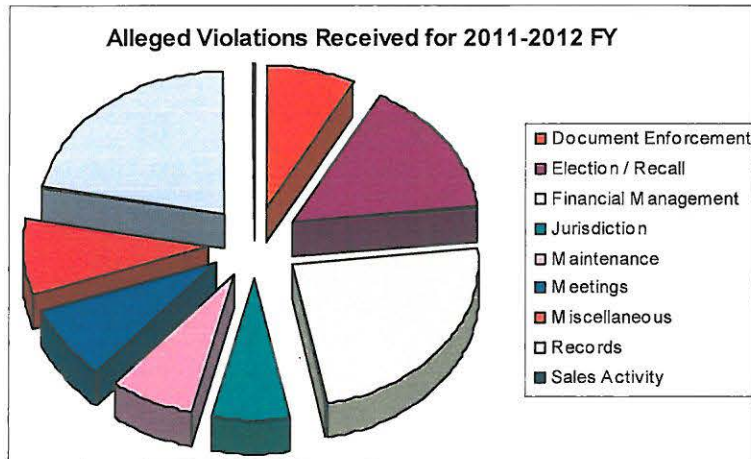
Attendees of Training Classes: 7,291

Condominium Educational CDs (English) distributed: 1,391

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 1,934 complaints (which contained 3,152 alleged violations) were received between July 1, 2011 and June 30, 2012. A breakdown of the alleged violations follows:



Alleged Violation Categories for Fiscal Year:

Document Enforcement	249	7.90%
Election/Recall	490	15.55%
Financial Management	740	23.48%
Jurisdiction	215	6.82%
Maintenance	229	7.27%
Meetings	268	8.50%
Miscellaneous	273	8.66%
Records	680	21.57%
Sales Activity	8	.25%
Total Allegations	3,152	

The three categories receiving the most complaints for fiscal year 2011-2012 were:

Financial Management, Records, and Election/Recall 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 1,934 complaints addressed by the division, 10 were initiated by the division. Of the remaining 1,924 complaints, 1,863 were acknowledged within the 30-day threshold.

97 percent of complaints (1,863 of 1,924) acknowledged within 30 days.

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

All complaints (100 percent) 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 1,934 complaints received July 1, 2011 to June 30, 2012, 1,632 (84 percent) were resolved within 90 days or less.

84 percent of complaints (1,632 of 1,934) 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 1,934 investigations initiated by condominium unit owners, 302 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.

16 percent of investigations (302 of 1,934) 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 improvement or recommended statutory changes at this time.