

Ken Lawson, Secretary

Rick Scott, Governor

September 30, 2013

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 2012-2013 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.

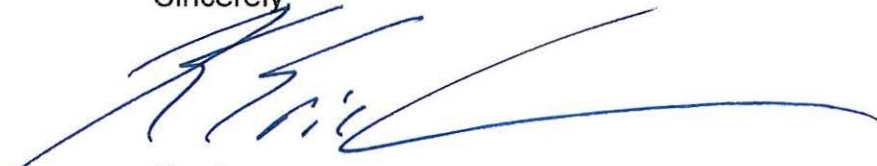
Included with this report are the following items:

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

Ken Lawson, Secretary

Rick Scott, Governor

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

Fiscal Year 2012-2013

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

During fiscal year 2012-13 the Division provided the following courses for unit owners and association board members:

- Budgets and Reserves
- Elections
- Financial Reporting
- The Complaint Process
- The Division’s Jurisdiction
- Board Member Certification.

Fifty nine (59) sessions around the State reached 5,809 attendees. Of those sessions, the following is a breakdown by course type and attendee:

Course Type	No. of Courses	Attendees
General Education (see above courses)	34	3654
Community Association Managers	11	804
Board Member Certification	7	1231
Internal Staff Training	7	120

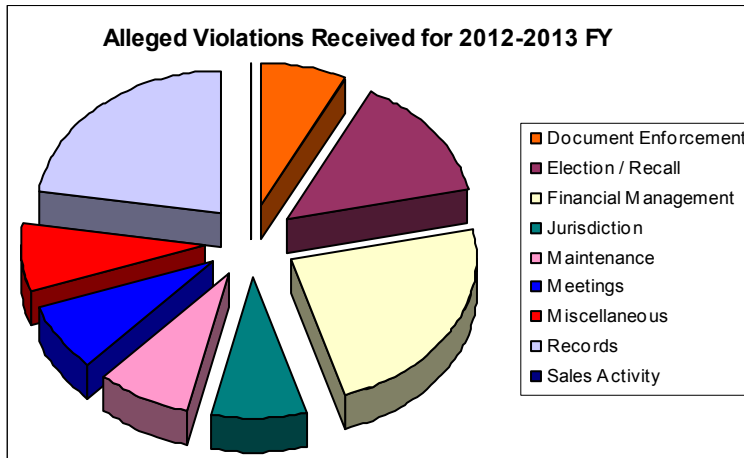
Additionally, the Division produced and distributed, at the request of the public, a free condominium educational CD along with a new CD specifically for cooperatives. From July 1, 2012 through June 30, 2013, the Division distributed 2,379 condominium educational CDs.

Attendees of Training Classes: 5,809
Condominium Educational CDs (English) distributed: 2,379

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 1,802 complaints (which contained 2,802 alleged violations) were received between July 1, 2012 and June 30, 2013. A breakdown of the alleged violations follows:



Alleged Violation Categories for Fiscal Year:

Document Enforcement	214	7.64%
Election/Recall	396	14.13%
Financial Management	661	23.59%
Jurisdiction	233	8.32%
Maintenance	233	8.32%
Meetings	218	7.78%
Miscellaneous	214	7.64%
Records	630	22.48%
Sales Activity	3	.11%
Total Allegations	2,802	

The three categories receiving the most complaints for fiscal year 2012-2013 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 1,802 complaints addressed by the Division, four were initiated by the Division. Of the remaining 1,798 complaints, 1,749 were acknowledged within the 30-day threshold.

97 percent of complaints (1,749 of 1,802) 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 1,802 complaints received July 1, 2012 to June 30, 2013, 1,632 (83 percent) were resolved within 90 days or less.

83 percent of complaints (1,502 of 1,802) 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 1,802 investigations initiated by condominium unit owners, 296 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 (296 of 1,802) 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.