

Jonathan Zachem, Secretary

Rick Scott, Governor

September 4, 2018

The Honorable Jeanette Nuñez, Vice Chair
House Appropriations Committee
418 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300

Dear Vice Chairwoman Nuñez:

As required by section 718.501(1)(s), Florida Statutes, the 2017-2018 annual report of the Division of Florida Condominiums, Timeshares and Mobile Homes (division) 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.

This report includes the following items:

- The number of training programs provided for condominium association board members and unit owners;
- The number of complaints received by type;
- The number and percent of complaints acknowledged in writing within 30 days as required by section 718.501(1)(m), Florida Statutes;
- The number and percent of investigations acted upon within 90 days as required by section 718.501(1)(m), Florida Statutes; and
- The number of investigations in excess of 90 days.

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,



Jonathan Zachem
Secretary

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Rick Scott, Governor

September 4, 2018

The Honorable Rob Bradley, Chairman
Senate Committee on Appropriations
414 Senate Office Building
404 South Monroe Street
Tallahassee, FL 32399-1100

Dear Chairman Bradley:

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Rick Scott, Governor

September 4, 2018

The Honorable Rick Scott, Governor
Executive Office of the Governor
PL05 The Capitol
400 South Monroe Street
Tallahassee, FL 32399-0001

Dear Governor Scott:

As required by section 718.501(1)(s), Florida Statutes, the 2017-2018 annual report of the Division of Florida Condominiums, Timeshares and Mobile Homes (division) 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.

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Rick Scott, Governor

September 4, 2018

The Honorable Joe Negron, President
Florida Senate
409 The Capitol
404 South Monroe Street
Tallahassee, FL 32399-1100

Dear President Negron:

As required by section 718.501(1)(s), Florida Statutes, the 2017-2018 annual report of the Division of Florida Condominiums, Timeshares and Mobile Homes (division) 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.

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Sincerely,



Jonathan Zachem
Secretary

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Rick Scott, Governor

September 4, 2018

The Honorable Richard Corcoran, Speaker
Florida House of Representatives
420 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300

Dear Speaker Corcoran:

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Secretary

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Division of Florida Condominiums, Timeshares, and Mobile Homes
Annual Report
Fiscal Year 2017-2018

1. Number of training programs provided for condominium, cooperative and homeowner association board members, unit owners, and community association managers.

During Fiscal Year 2017-18, the education team provided the following courses for unit owners, association board members, and community association managers:

- Budgets and Reserves;
- Elections;
- Financial Reporting;
- Complaint Process/Division Jurisdiction;
- Condominium Insurance;
- Buying and Living;
- Records and Meetings;
- Board Member Certification;
- Legislative Updates;
- Insurance;
- Electronic Voting;
- Unit Owners Rights and Responsibilities; and
- Association Rights and Responsibilities.

The division’s education team held 138 sessions which reached 9,386 attendees. Of those sessions, the following is a breakdown by course type and attendees:

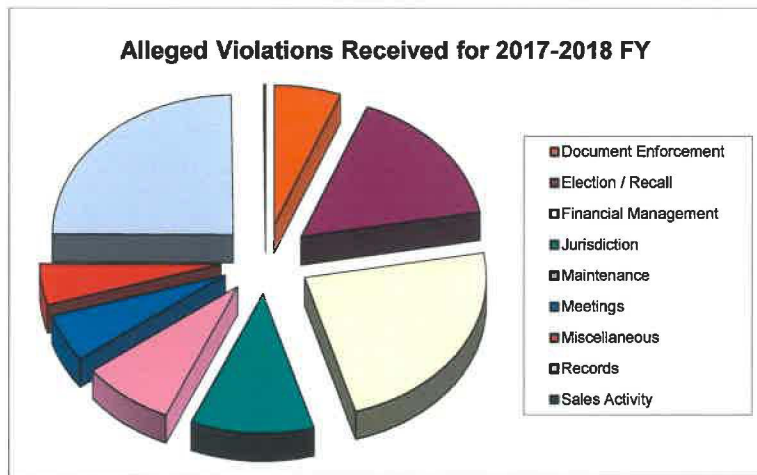
Course Type	No. of Courses	Attendees
General Education (see above courses)	79	5,221
Board Member Certification	27	2,267
Community Association Managers	32	1,898

Additionally, in an effort to better serve the citizens of Florida, the education team began a program of educating local law enforcement offices in counties with a high concentration of condominiums. The purpose of the training is to educate the officers on the type of complaints that could be referred to the division for further investigation and prosecution. The education team is also working with the Florida Institute of Certified Public Accountants to provide education to the general public on various issues affecting community associations. The Division of Regulation has additionally joined the division’s education team to attend multiple training sessions.

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 alleged violations that are received.

A total of 2,196 complaints (which contained 3,081 alleged violations) were received between July 1, 2017 and June 30, 2018. A breakdown of the alleged violations follows:



Alleged Violation Categories for Fiscal Year:

Records	762	24.73%
Financial Management	718	23.30%
Election/Recall	501	16.26%
Jurisdiction	338	10.97%
Maintenance	255	8.28%
Document Enforcement	182	5.91%
Meetings	171	5.55%
Miscellaneous	148	4.80%
Sales Activity	6	.19%
Total Allegations	3,081	

The three categories receiving the most complaints for Fiscal Year 2017-2018 were:

Records, Financial Management, 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 acknowledge the complaint in writing within 30 days of receipt. 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 2,196 complaints addressed by the division, fifteen were initiated by the division. Of the remaining 2,181 complaints, 1,947 were acknowledged within the 30-day threshold.

89 percent of complaints (1,947 of 2,181) acknowledged within 30 days.

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

All complaints (100%) were acted upon within 90 days in accordance with section 718.501(1)(m), Florida Statutes. Of the 2,196 complaints addressed by the division, fifteen were initiated by the division. The remaining 2,181 complaints were initiated by constituents.

100 percent of complaints (2,196) were acted upon within 90 days.

5. The number of investigations exceeding 90 days.

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

Of the 2,181 investigations initiated by condominium unit owners, 458 investigations exceeded 90 days. Included in the factors for an investigation exceeding 90 days are: case complexity, difficulty gathering evidence, uncooperative witnesses, and due process considerations.

21 percent of investigations (458 of 2,181) exceeded 90 days.

6. The Department of Business and Professional Regulation recommendations.

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