

Halsey Beshears, Secretary

Ron DeSantis, Governor

Division of Florida Condominiums, Timeshares, and Mobile Homes
Annual Report
Fiscal Year 2018-2019

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

During Fiscal Year 2018-19, 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 education team held 121 sessions which reached 3,493 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)	82	1,622
Community Association Managers	15	704
Board Member Certification	24	1,167

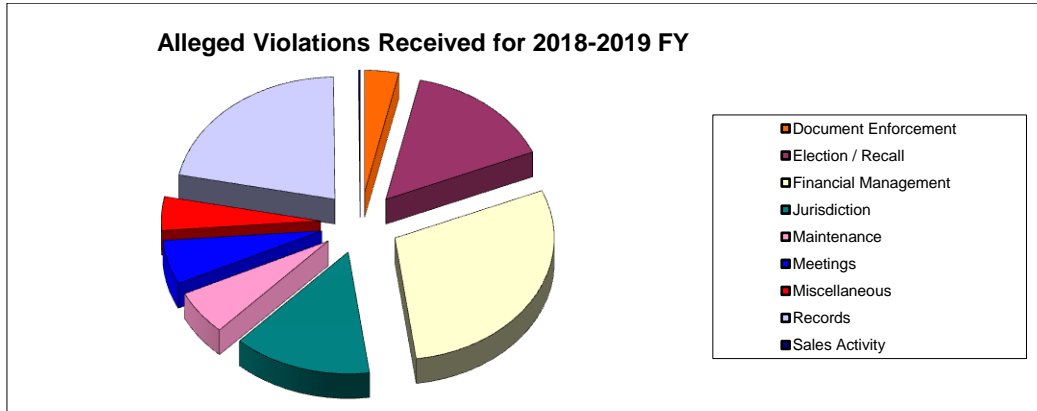
Additionally, in an effort to better serve the citizens of Florida, the education team also educates local law enforcement offices in counties with a high concentration of condominiums. The purpose of the training is to educate the officers on the type of complaints they might receive and of those, what could be referred to the division. The education team also works with the Florida Institute of Certified Public Accountants to provide education to the general public on various issues affecting community associations in the state of Florida. The Division of Regulation has joined the Education Team attending multiple training sessions throughout the state.

Total number of attendees of the training classes: 3,493

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 1,928 complaints (which contained 2,689 alleged violations) were received between July 1, 2018 and June 30, 2019. A breakdown of the alleged violations follows:



Allegation Categories	Description	Number	Percentage
Financial Management	Budgets, Financial Reports, Assessments	785	29.19%
Records	Access to Official Records	582	21.64%
Election/Recall	Notices, Ballots, Candidate eligibility	409	15.21%
Jurisdiction	Not within statutorily defined jurisdiction	379	14.09%
Maintenance	Repair or maintaining common elements	159	5.91%
Meetings	Notices, ability to speak, video recording	158	5.88%
Miscellaneous	Issues not defined	120	4.46%
Document Enforcement	Issues required by governing documents not specified in Ch. 718, F.S.	93	3.46%
Sales Activity	Refund of deposit, closing on contracts prior to acceptance by the Division, offering for sale prior to filing with the Division, contract disclosure	4	.15%
Total Allegations		2689	

The three categories receiving the most complaints for Fiscal Year 2018-2019 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 of receipt. This acknowledgment notifies the individual as to whether the complaint is within the division's jurisdiction, and if so, requests additional information if necessary.

Of the 1,928 complaints addressed by the division, twenty four were initiated by the division. Of the remaining 1,904 complaints, 1,733 were acknowledged within the 30-day threshold.

91 percent of complaints (1,733 of 1,904) were 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 1928 complaints addressed by the division, twenty four were initiated by the division. The remaining 1904 complaints were initiated by constituents.

100 percent of complaints (1928) 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 1,928 investigations initiated by condominium unit owners, 415 investigations exceeded the 90-day resolution threshold. Included in the factors for an investigation exceeding 90 days are: case complexity, difficulty gathering evidence, uncooperative witnesses, and due process considerations.

22 percent of investigations (415 of 1,928) exceeded 90 days.

6. The Department of Business and Professional Regulation (department) shall evaluate the division's core business processes and make recommendations for improvements, including statutory changes.

The department is currently reviewing the complaint process for improvements and is reviewing potential statutory changes.