

Halsey Beshears, Secretary

Ron DeSantis, Governor

**Division of Florida Condominiums, Timeshares, and Mobile Homes
 Annual Report
 Fiscal Year 2019-2020**

1. Number of training programs provided for condominium association, cooperative association and board members.

During Fiscal Year 2019-20, the education team provided the following courses for unit owners and association board members:

- Complaint Process/Division Jurisdiction;
- Board Member Certification;
- Unit Owners Rights and Responsibilities; and
- Association Rights and Responsibilities.

The education team held 22 sessions which reached 4,176 attendees. Of those sessions, the following is a breakdown by course type and attendees:

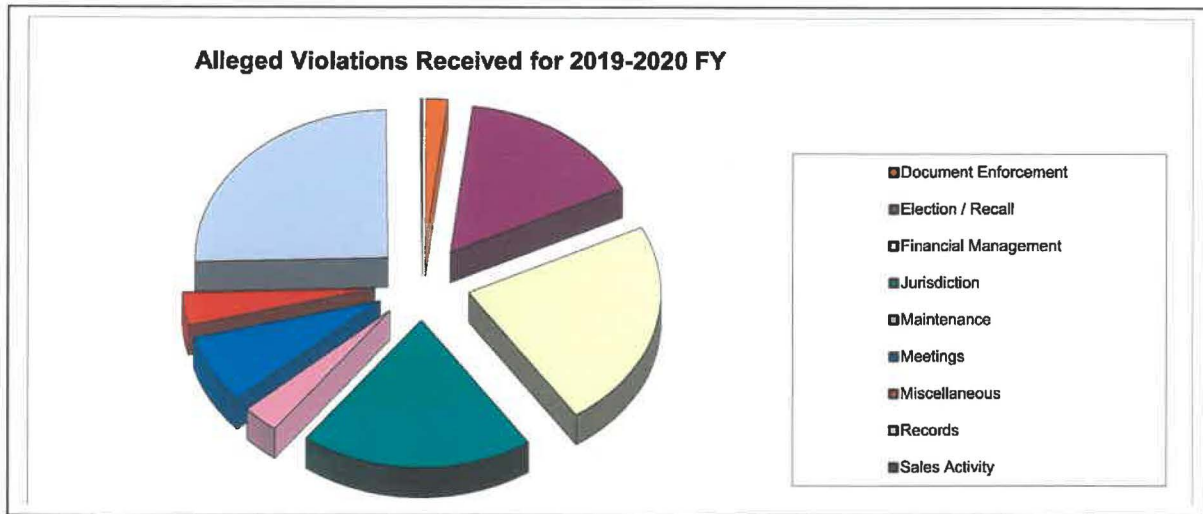
Course Type	No. of Courses	Attendees
Trade Show/Expo's	3	1,850
Community Events - No Presentation	6	1,996
In - Person Presentations	7	227
Virtual Presentations	6	103

Total number of attendees of the training classes: 4,176

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 1,589 complaints (which contained 2,011 alleged violations) were received between July 1, 2019 and June 30, 2020. A breakdown of the alleged violations are as follows:



Allegation Categories	Description	Number	Percentage
Records	Access to Official Records	508	25.26%
Financial Management	Budgets, Financial Reports, Assessments	459	22.82%
Jurisdiction	Not within statutorily defined jurisdiction	396	19.69%
Election/Recall	Notices, Ballots, Candidate eligibility	319	15.86%
Meetings	Notices, ability to speak, video recording	153	7.61%
Miscellaneous	Issues not defined	73	3.63%
Maintenance	Repair or maintaining common elements	62	3.08%
Document Enforcement	Issues required by governing documents not specified in Ch. 718, F.S.	37	1.84%
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	.20%
Total Allegations		2,011	

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

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

Of the 1,589 complaints addressed by the division, eight were initiated by the division. Of the remaining 1,581 complaints, 1,556 were acknowledged within the 30-day threshold.

98 percent of complaints (1,556 of 1,581) were acknowledged within 30 days.

4. Number and percentage 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 1,589 complaints addressed by the division, eight were initiated by the division. The remaining 1,581 complaints were initiated by constituents.

100 percent of complaints (1,589) 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 an investigation if it exceeds 90 days.

Of the 1,581 investigations initiated by condominium unit owners, 163 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.

10.26 percent of investigations (163 of 1,581) 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.

Over the past year, the Division has implemented the use of various checklists which serve as clear, concise and consistent correspondence with complainants and respondents from the time a complaint is submitted to the Division to the time a case is closed. There is ongoing monitoring regarding the Division's use of checklists to ensure its continued efficacy.