



2022 - 2023 ANNUAL REPORT

**DIVISION OF CONDOMINIUMS,
TIMESHARES & MOBILE HOMES**



RON DESANTIS, GOVERNOR

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

Fiscal Year 2022-2023

1. Number of Training Programs Provided for Condominium, Cooperative Associations and Unit Owners

During Fiscal Year 2022-2023, the Education Section of the Division of Florida Condominiums, Timeshares and Mobile Homes provided the following courses for unit owners and association board members:

- Division’s Jurisdiction and Complaint Process;
- Board Member Certification;
- Budgets and Reserves;
- Elections Processes and Jurisdiction;
- Financial Reporting;
- Jurisdiction of Financial Issues;
- Records Access Process and Jurisdiction;
- Unit Owners Rights and Responsibilities;
- Association Responsibilities; and
- Meetings and Notices.

The Education Section hosted 75 sessions which reached 10,333 attendees, up from 3,493 attendees in FY 2019-2020. Of those 75 sessions, the following is a breakdown by course type and number of attendees:

Course Type	No. of Courses	Attendees
Trade Show/Expositions/Community Events	17	7,699
In-Person Presentations	1	150
Virtual Presentations	57	2,484

The Education Section also conducted outreach throughout the fiscal year. The objective in performing outreach is to ensure that localities, condominium associations and organizations (those particularly in South Florida where the concentration of condominiums are located) understand that the Division is a resource for condominium education in Florida. The outreach is anticipated to generate increased opportunities to administer either in-person or virtual presentations. During outreach, the team also disseminates educational materials for constituents to use as a reference and resource.

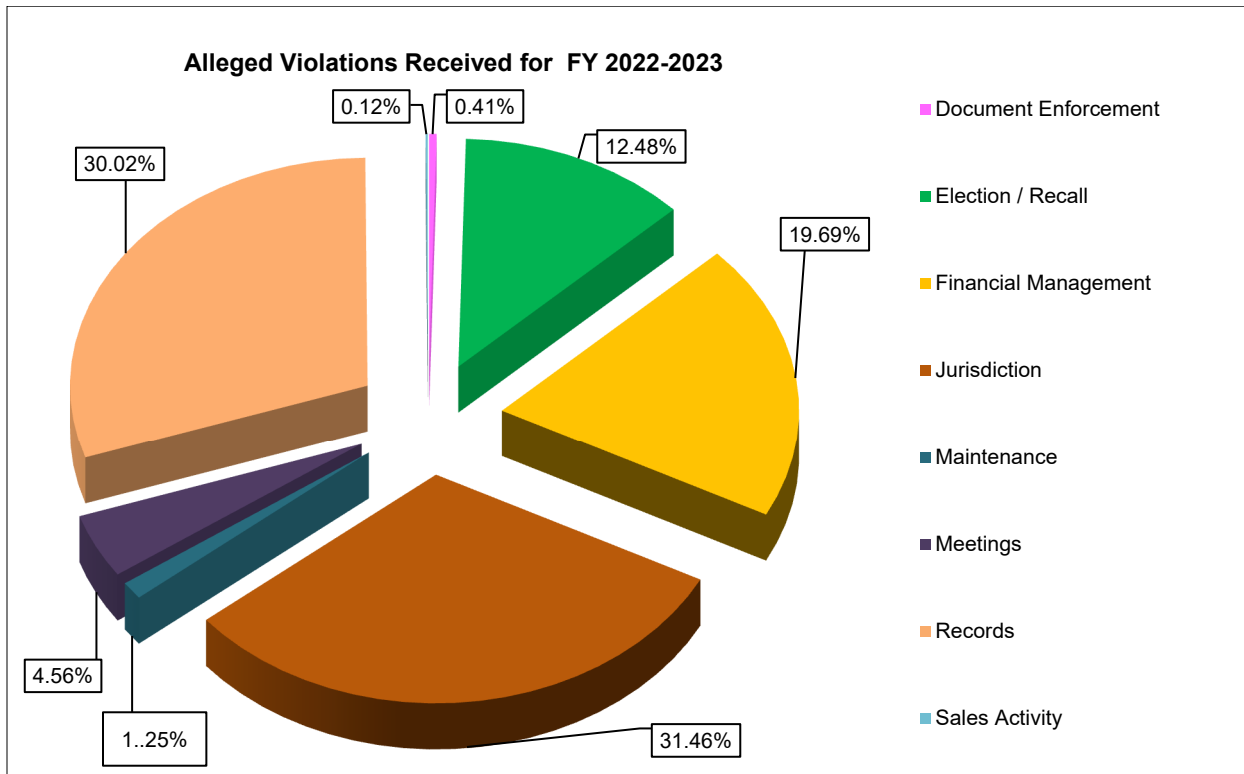
Overall, the team performed outreach in the field at more than 40 various locations throughout South Florida, spanning from Broward to Miami-Dade Counties.



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. Complaints are grouped into nine broad categories to allow for a greater understanding of the wide range of alleged violations that are received.

A total of 2,383 complaints, up from 1,598 complaints in the 2021-2022 fiscal year, (which contained 3,204 alleged violations, up from 2,263 alleged violations in the 2021-2022 fiscal year) were received between July 1, 2022 and June 30, 2023. A breakdown of the alleged violations are as follows:



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Alleged Violation Categories for Fiscal Year:

Document Enforcement	13
Election/Recall	400
Financial Management	631
Jurisdiction	1,008
Maintenance	40
Meetings	146
Records	962
Sales Activity	4
 Total Allegations	 3,204

The three categories receiving the most complaints for Fiscal Year 2022-2023 were, respectively: Jurisdiction, Records and Financial Management issues.

3. Number and Percentage of Complaints Acknowledged in Writing Within 30 Days

Section 718.501(1)(m), Florida Statutes, requires that the Division acknowledge all complaints, 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 2,383 complaints addressed by the Division, one was initiated by the Division. Of the remaining 2,382 complaints, 2,366 were acknowledged within the 30-day threshold.

99.33 percent of complaints (2,366 out of 2,382) acknowledged within 30 days.

4. Number and Percentage 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 the Division’s case tracking system, acknowledging the complaint in writing, and contacting the complainant by telephone to advise that the complaint has been received as well as the next steps in the process.

The Division also tracks the number of investigations completed within 90 days. Of the 2,383 complaints received from July 1, 2022 to June 30, 2023, there were 2,307 (96.81 percent) **resolved** within 90 days or less.

All complaints (100 percent) were acted upon within the 90-day requirement and 96.81 percent of investigations (2,307 of the 2,383) were resolved within 90 days.



5. The Number of Investigations Exceeding 90 Days

Of the 2,383 complaints investigated from July 1, 2022 to June 30, 2023, the Division conducted only 76 of those investigations in excess of 90 days. Moreover, pertinent factors impacting investigation timeframes are staffing shortages, case complexity, uncooperative witnesses, as well as due process considerations.

3.19 percent of investigations (76 of 2,383) exceeded 90 days.

6. The Department of Business and Professional Regulation Shall Evaluate the Division's Core Business Processes and Make Recommendations for Improvements, Including Statutory Changes

The Division is presently primarily focused on implementing the provisions of SB 154 and the accompanying necessary rulemaking.