

**Charlie Liem, Secretary**

**Charlie Crist, Governor**

September 30, 2010

Dear Interested Parties:

As required by Chapter 718.501(1)(s), the Division of Florida Condominiums, Timeshares, and Mobile Homes annual report for fiscal year 2009-2010 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:

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 continues 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,



Michael Cochran, Director

**Charlie Liem, Secretary**

**Charlie Crist, Governor**

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

**Fiscal Year 2009-2010**

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

During fiscal year 2009-10 the Division provided the following courses for unit owners and association board members:

- Board Member Responsibilities
- Budgets and Reserves
- Elections
- Financial Reporting

Twenty seven (27) sessions around the State reached 1,769 attendees. Additionally, the Division produced and distributed, at the request of the public, a free condominium educational CD. From July 1, 2008 through June 30, 2009, the Division distributed 1,126 English condominium educational CDs and 320 Spanish condominium educational CDs.

**Attendees of Training Classes: 1,769**

**Condominium Educational CDs (English) distributed: 1,126**

**Condominium Educational CDs (Spanish) distributed: 320**

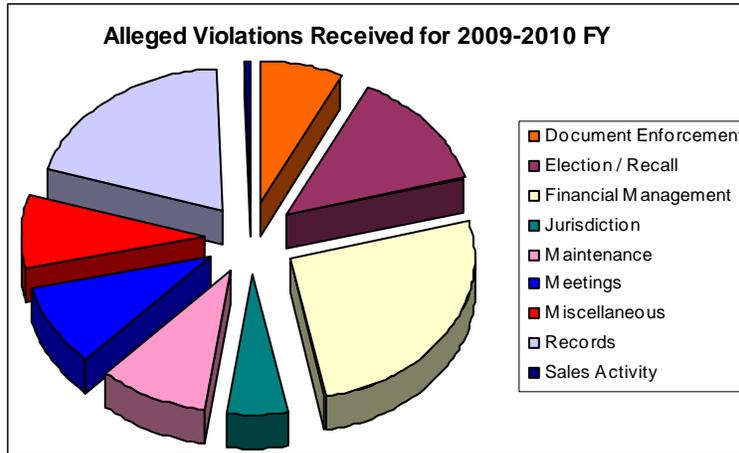
**94% of participants indicated that the courses increased their knowledge and understanding of condominium or cooperative law**

**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 2,249 complaints (which contained 3,486 alleged violations) were

received between July 1, 2009 and June 30, 2010. A breakdown of the alleged violations follows:



Alleged Violation Categories for Fiscal Year:

Document Enforcement	256	7.34%
Election/Recall	473	13.57%
Financial Management	905	25.96%
Jurisdiction	188	5.39%
Maintenance	342	9.81%
Meetings	322	9.24%
Miscellaneous	290	8.32%
Records	688	19.74%
Sales Activity	22	0.63%
<b>Total Allegations</b>	<b>3,486</b>	

**The three categories receiving the most complaints for fiscal year 2009-2010 were: Financial Management, Access to 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 2,249 complaints addressed by the Division, 11 were initiated by the division. Of the remaining 2,238 complaints, 2,213 were acknowledged within the 30-day threshold.

**99% of complaints (2,213 of 2,238) 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 2,249 complaints received July 1, 2009 to June 30, 2010, 1,861 (83%) were resolved within 90 days or less.

**83% of complaints (1,861 of 2,249) 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 2,249 investigations initiated by condominium unit owners, 381 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.

**17% of investigations (381 of 2,249) 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 or recommended statutory changes at this time.