

Jonathan Zachem, Secretary

Rick Scott, Governor

September 25, 2017

Dear Interested Parties:

As required by section 718.501(1)(s), Florida Statutes, the 2016-2017 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.

Included with this report are the following items:

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 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 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

Jonathan Zachem, Secretary

Rick Scott, Governor

Division of Florida Condominiums, Timeshares, and Mobile Homes
Annual Report
Fiscal Year 2016-2017

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

During Fiscal Year 2016-17, the education team provided the following courses for unit owners, association board members and community association managers:

- Condo and Co-op, Budgets and Reserves;
- Condo and Co-op, Elections;
- Condo and Co-op, Financial Reporting;
- Condo and Co-op, Complaint Process/Division Jurisdiction;
- Condo and Co-op, Condominium Insurance;
- Condo and Co-op, Buying and Living;
- Condo and Co-op, Records and Meetings;
- Condo and Co-op, Board Member Certification;
- Condo and Co-op, 2016 Legislative Updates;
- Condo and Co-op, Insurance;
- Condo and Co-op, Electronic Voting and More...;
- Condo and Co-op, Unit Owners Rights and Responsibilities; and
- Condo and Co-op, Association Rights and Responsibilities.

The education team held one hundred eleven (111) sessions which reached 7,547 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)	53	4,212
Community Association Managers	34	1,780
Board Member Certification	24	1,555

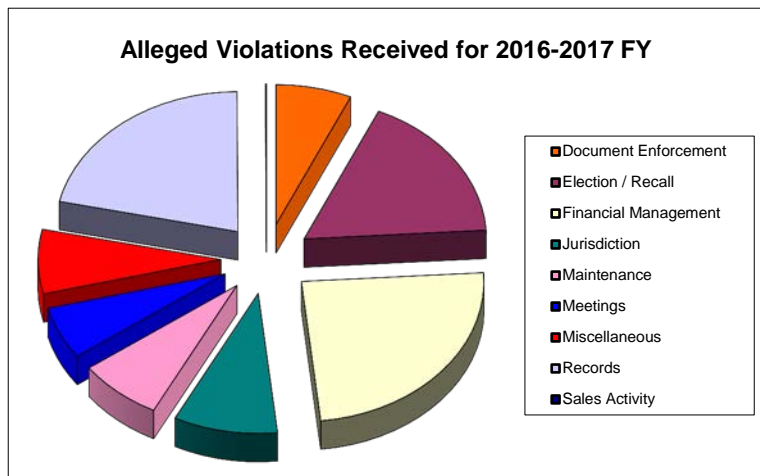
Additionally, in an effort to better serve the citizens of Florida, the education team has begun a program of providing education to local law enforcement offices in counties with a high concentration of condominiums. The purpose of the training is to educate the officers on the type of complaints they might receive and of those, what could be referred to the division. The education team is also working 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: 7,547

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 1,986 complaints (which contained 2,921 alleged violations) were received between July 1, 2016 and June 30, 2017. A breakdown of the alleged violations follows:



Alleged Violation Categories for Fiscal Year:

Document Enforcement	196	6.71%
Election/Recall	505	17.29%
Financial Management	710	24.31%
Jurisdiction	269	9.21%
Maintenance	218	7.46%
Meetings	177	6.06%
Miscellaneous	217	7.43%
Records	627	21.47%
Sales Activity	2	.07%

Total Allegations 2,921

The three categories receiving the most complaints for Fiscal Year 2016-2017 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 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 1,986 complaints addressed by the division, 8 were initiated by the division. Of the remaining 1,978 complaints, 1,896 were acknowledged within the 30-day threshold.

96 percent of complaints (1,896 of 1,978) 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.

However, for reporting purposes and to be 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 1986, complaints received from July 1, 2016 to June 30, 2017, 1,661 (84 percent) were resolved within 90 days or less.

84 percent of complaints (1,661 of 1,986) were resolved 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 1,986 investigations initiated by condominium unit owners, 325 investigations exceeded the 90-day resolution threshold. Included in the factors for an investigation exceeding 90 days includes: case complexity, difficulty gathering evidence, uncooperative witnesses, and due process considerations.

16 percent of investigations (325 of 1,986) 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 does not have any process improvements or recommended statutory changes at this time.