Division of Florida Condominiums, Timeshares, and Mobile Homes  
Annual Report  
Fiscal Year 2021-2022

1. Number of training programs provided for condominium, cooperative associations and unit owners.

During Fiscal Year 2021-2022, the Education Section 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 90 sessions which reached 10,959 attendees. Of those sessions, the following is a breakdown by course type and number of attendees:

<table>
<thead>
<tr>
<th>Course Type</th>
<th>No. of Courses</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Show/Expositions</td>
<td>16</td>
<td>8411</td>
</tr>
<tr>
<td>Community Events – No Presentation</td>
<td>8</td>
<td>755</td>
</tr>
<tr>
<td>In-Person Presentations</td>
<td>2</td>
<td>60</td>
</tr>
<tr>
<td>Virtual Presentations</td>
<td>64</td>
<td>1733</td>
</tr>
</tbody>
</table>

Total number of attendees of the training classes: 10,959

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

A total of 1,598 complaints (which contained 2,263 alleged violations) were received between July 1, 2021 and June 30, 2022. A breakdown of the alleged violations are as follows:
Alleged Violation Categories for Fiscal Year:

- Document Enforcement: 43
- Election/Recall: 321
- Financial Management: 480
- Jurisdiction: 486
- Maintenance: 55
- Meetings: 132
- Miscellaneous: 183
- Records: 561
- Sales Activity: 2

Total Allegations: 2,263

The three categories receiving the most complaints for Fiscal Year 2021-2022 were, respectively: Records, Jurisdiction, 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 1,598 complaints addressed by the division, two were initiated by the division. Of the remaining 1,596 complaints, 1,593 were acknowledged within the 30-day threshold.

99.81 percent of complaints (1,593 of 1,596) 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 1,598 complaints received from July 1, 2021 to June 30, 2022, there were 1,472 (92 percent) resolved within 90 days or less.

All complaints (100 percent) were acted upon within the 90-day requirement and 92.12 percent of investigations (1,472 of 1,598) were resolved within 90 days.

5. The number of investigations exceeding 90 days.

Of the 1,598 complaints investigated from July 1, 2021 to June 30, 2022, the division conducted only 126 of those investigations in excess of 90 days. Moreover, pertinent factors impacting investigation timeframes are significant staffing shortages, case complexity, uncooperative witnesses, as well as due process considerations.

7.88 percent of investigations (126 of 1,598) 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 division is presently implementing the building reporting requirements of chapter 2022-269, Laws of Florida. The division is closely monitoring any potential or existing legislation involving condominiums as well as constituent inquiries associated with recent amendments to Florida’s condominium laws.