

# Florida Department of Business Professional Regulation



A Publication from the **REGULATORY COUNCIL OF COMMUNITY ASSOCIATION MANAGERS**

**SUMMER 2008**



**FLORIDA DEPARTMENT OF BUSINESS  
AND PROFESSIONAL REGULATION**

**CHARLIE CRIST**  
Governor

**CHUCK DRAGO**  
Interim Secretary

1940 North Monroe Street  
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[www.MyFloridaLicense.com](http://www.MyFloridaLicense.com)

#### COUNCIL MEMBERS

**Millard H. "Chris" Brown**, Chair  
Bradenton

**Steven Czonstka**  
Niceville

**Debra B. Glass**  
Tallahassee

**Mark Benson**  
Ft Myers

#### BOARD STAFF

**Anthony B. Spivey**, Executive Director

**Renese Jones**, Government Analyst

**Monique Ewell**, Administrative Assistant

## MESSAGE FROM THE INTERIM SECRETARY **Chuck Drago**

Dear Friend:

It has been a distinct pleasure serving you as the Interim Secretary of the Department of Business and Professional Regulation since February of this year. In my time at the Department, both as the Interim Secretary and Deputy Secretary of Business Regulation, I have participated in great changes that have resulted in enhanced customer service.

We've made tremendous progress over the past year, and I'm dedicated to maintaining this momentum. We know that serving you is the first step to providing great service to the people of Florida. That's why we've focused on changes that improve customer service, streamline processes, open communications with licensees and the public, and lead to better business practices.

One of the most crucial adjustments to business practices at the Department was the implementation of the Document Imaging System. The project is in its final phases, and it ultimately provides for a more streamlined and centralized application process that results in faster licensing and better service for you. I thank Governor Charlie Crist and the Legislature for providing \$2.5 million to complete this project in Fiscal Year 2008/2009, which helps take care of businesses and professionals throughout Florida.

Our quest to improve customer service is never over. In an effort to reach our licensees who are located throughout the state, I'm taking our business on the road in the "On the Road to Better Business" tour this summer. This tour will provide the opportunity for you to meet with me and my staff to ask questions and provide input and suggestions. I will hold office hours for customers to come and meet with me at a Department office in their communities. Please look forward to more information to come.

I continue to uphold our mission to "License Efficiently. Regulate Fairly." I understand and value that licensees have unique insight into how we do business and ways we can build upon existing practices, and I look forward to hearing your feedback.

Thank you for all that you do for the people and economy of our great state.

Sincerely,

Chuck Drago  
Interim Secretary



## Are You Acting Ethically?

**A**s a Community Association Manager, your services and actions to your homeowner and condominium associations are built on professional and ethical service. Your professional services are built from the training received to become licensed as a CAM. But what about your ethical service? How do you build upon that? The answer is to consistently do what is right. The American Heritage Dictionary describes ethical behavior as "acting in accordance with the accepted principles of right and wrong that govern the conduct of a profession."

Stop and think for a moment. Where would we be if we did not follow the rules that govern our society? Our lives would be pretty chaotic. Fortunately for most of us, we govern our actions by laws and rules. Those who do not follow these rules are not only violating the law, they are acting un-ethically. They are hurting themselves and others in the process.

As a Florida-licensed Community Association Manager, individuals residing in homeowner associations rely on your expertise and professional service to manage their associations. To do any less would be unethical. Holding the CAM license should represent to the public your ability to conduct a professionally run association. Yet, your daily actions in executing those duties will define your true value to the public...Are you acting ethically?

Until next time,

**Anthony B. Spivey**, *Executive Director*  
Regulatory Council of Community Association Managers

## COUNCIL MEETING SCHEDULE

Please note that the dates and locations of the council meetings listed below are subject to change. To view meeting schedules, agendas and minutes, visit the council's Web site at <http://www.myflorida.com/dbpr/pro/cam/meetings.html>. Meeting agendas will be posted approximately two weeks prior to the meeting. The following dates are the proposed meeting dates for the 2008–2009 fiscal year:

**August 8, 2008**  
(Telephone Conference)

**November 7, 2008**  
in-person meeting

**February 6, 2009**  
(Telephone Conference)

**May 8, 2009**  
(Telephone Conference)

## BOARD APPOINTMENTS

**Are you interested in serving on a professional board or council?**

Interested applicants may obtain a Gubernatorial Questionnaire by downloading the application from [http://www.flgov.com/pdfs/appoint\\_questionnaire.pdf](http://www.flgov.com/pdfs/appoint_questionnaire.pdf). Once your application is complete, return the questionnaire for consideration to:

**Governor's Appointments' Office**  
PL01 The Capitol  
Tallahassee, Florida, 32399-0001

### **Continuing Education Renewal Reminder**

As a reminder, per Rule 61-20.508(1), Florida Administrative Code, you must complete 20 hours of continuing education for each biennium in order to renew your license. The next renewal period will end on September 30, 2008. Renewal notices will be mailed to your address on record at least 90 days prior to the end of the renewal cycle.

### **Pre-Licensure Course**

Candidates completing the pre-licensure courses will have 12 months from the course completion date to take and pass the state certification examination. There is no provision to extend the examination more than 12 months after the completion of the pre-licensure training. Section 468.433(2)(d), Florida Statutes, mandates the pre-licensure training shall be completed within the 12 months prior to the date of the examination.



## The State of Florida Partners with Google

The Department of Business and Professional Regulation's Web site provides information to the public about licensees. Consumers turn to the Department for information about professionals, and many look to the Web site for information about results of restaurant inspections. Although the Web site has tremendously useful information for consumers, it has not always been easy for consumers to find the information.

On December 3, 2007, Governor Crist announced an important partnership between the state of Florida and Google. Google has been helping DBPR and several other agencies catalog the information on their Web sites in order to make them more user-friendly.

The partnership between Google and Florida developed as officials from both entities recognized that the public is increasingly turning to search engines to access government services. However, a significant share of information on state agency Web sites could not be found using standard search engines because the information was stored behind a database, hindering citizens from easily finding online state government services. Now, with improved technology, search engines will access and index the records in online databases, making them available to anyone using a search engine.

Under the old system, if a consumer went to Google, Yahoo or MSN to search for a contractor using the name and location, the search results would not include information from the Department's Web site. While that search might return many results from the search engine,



*"This public-private partnership is an innovative way to improve the accessibility of state information for all Floridians. I am grateful for this chance to join with Google to further develop Florida's leadership in delivering open government services to the people of Florida. By empowering Floridians with the tools they need for easier access to state agency Web sites, we are allowing them to truly take ownership of state government."*

—Governor Charlie Crist

useful information from the Department would not be included even though meaningful information on the contractor exists.

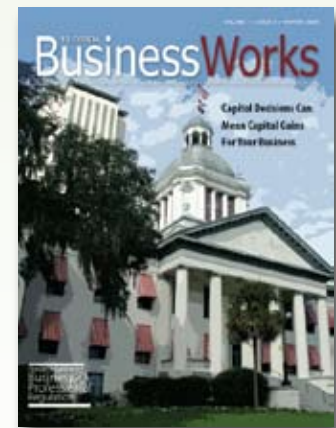
Under the new improved system, DBPR is working with Google to develop sitemaps that will allow search engines to more intelligently mine data from our Web site. Sitemaps are essentially spreadsheets for the Web site that prioritize the information on the DBPR Web site for the search engines. The Department is busy putting hundreds of thousands of records into sitemaps to make the information more useful.

## Subscribe to DBPR Newsletters

You can now subscribe on-line at [www.MyFloridaLicense.com](http://www.MyFloridaLicense.com) to receive your profession's newsletter as well as other Department publications via e-mail. Subscribing is quick and easy.

1. Go to <http://www.MyFloridaLicense.com>
2. Click on **"Subscribe to Department Newsletters"** located under The Bottom Line.
3. Type in your name and e-mail.
4. Choose which newsletters or publications you would like to receive via e-mail.
5. Click **"Subscribe."**

When the newsletters you have subscribed to are available, you will receive an e-mail from the Department with a link to your newsletter.



### REPORT UNLICENSED ACTIVITY

To report unlicensed activity, please call the Department's **UNLICENSED ACTIVITY HOTLINE** at **1.866.532.1440**, Monday–Friday, 8 a.m. to 6 p.m. (Eastern Time) or e-mail the information to [ULA@dbpr.state.fl.us](mailto:ULA@dbpr.state.fl.us).

## DISCIPLINARY ACTIONS

The Department of Business and Professional Regulation has taken disciplinary action against the following licensees. Although we make every effort to ensure information is correct before making any specific decision based on this information, you may choose to request a copy of the administrative complaint and final order to ensure accuracy. Contact the department's Agency Clerk at [sarah.wachman@dbpr.state.fl.us](mailto:sarah.wachman@dbpr.state.fl.us) for this information. The listing of disciplinary actions does not reflect pending appeals or requests for rehearing.

### **Fourth Quarter: October - December 2007**

#### **Leroy Clark Dunn**

Punta Gorda

Case No. 2005-012387

Respondent was charged with one count of violating Section 468.436(1)(b)(5), Florida Statutes, through a violation of Rule 61-20.503(6)(b), Florida Administrative Code, for withholding records, and one count of violating Section 468.436(1)(b)(5), Florida Statutes, through a violation of Rule 61-20.503(4)(b), Florida Administrative Code, for knowingly failing to comply with the association's governing documents. Discipline imposed: licensee voluntarily relinquished his license, number CAM 26091.