



# Community Association Managers Professional Standards

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Violation of any provision of Section 455.227(1), F.S. or any part of Rule 61E14-2.001, F.A.C. shall subject the licensee or registrant to disciplinary measures as set out in Section 468.436, F.S.

### Statutes and rules that govern community association management:

Chapter 468, Part VIII, F.S. and Rule 61-20 and 61-E14, F.A.C.  
You may view the statutes and rules at <http://www.myfloridalicense.com/dbpr/pro/cam/statutes.html>.

### For more information:

Community association managers and firms may view the status of their licenses, continuing education and any related complaints at [www.myfloridalicense.com](http://www.myfloridalicense.com)

For more information call the Customer Contact Center at (850) 487-1395.

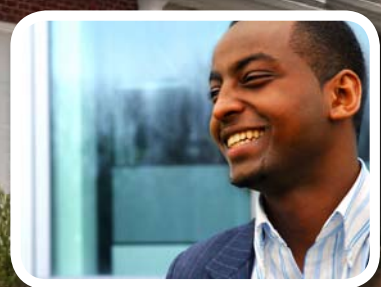


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REGULATORY COUNCIL OF  
COMMUNITY ASSOCIATION  
MANAGERS

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## Standards of Professional Conduct

All licensed managers and management companies in the State of Florida shall adhere to a Standard of Professional Conduct as required by Rule 61E14-2.001, Florida Administrative Code (F.A.C.), the violation of which shall constitute gross misconduct or gross negligence.

Managers and Management Companies in the State of Florida are entrusted with billions of dollars of assets on behalf of their associations and Boards of Directors. Strict adherences to the Standards of Professional Conduct as set forth by the State of Florida are minimum standards by which all managers and companies shall abide by. It is the responsibility of each manager and management company in Florida to elevate these standards in their daily pursuit of management services to community associations throughout Florida.

There are many Standards of Professional Conduct that **managers** and **management companies** must adhere to while conducting the business of community association management in the State of Florida. The following are additional standards:

- Honesty
- Professional Competence
- Due Professional Care
- Records
- Financial Matters
- Unlicensed Activity



**Honesty** During the performance of management services, a manager or management company shall not knowingly make any untrue statement of material fact or knowingly fail to state a material fact.

**Professional Competence** A manager or management company shall undertake to perform only those community association management services which he or she can reasonably expect to complete with professional competence.

**Due Professional Care** Only due professional care shall be exercised in the performance of community association management services. A manager/management company shall not knowingly fail to comply with the requirements of the documents by which the association is created or operated so long as such documents comply with the requirements of law.

**Records** Neither entity shall withhold possession of any original books, records, accounts, funds, or other property of a community association when requested by the community association to deliver the same to the association upon reasonable notice. Reasonable notice shall extend no later than 20 business days after receipt of a written request from the association. Note: This Standard will be further detailed in a separate publication by the Council.

**Financial Matters** A manager or management company shall use funds received by him/her or it on the account of any community association or its members only for the specific purpose or purposes for which the funds were remitted.

**Unlicensed Activity** A manager or management company shall not perform, agree to perform, or hold him/her self, or itself out as being qualified to perform any services which, under the laws of the State of Florida or of the United States, are to be performed only by a person or entity holding the requisite license or registration for same.