

COMMUNITY ASSOCIATION MANAGERS **FREQUENTLY ASKED QUESTIONS AND ANSWERS**

BOARD INFORMATION

1. What is the function of the Regulatory Council of Community Association Managers?

The function of the Regulatory Council of Community Association Managers is to license and regulate community association managers in the State of Florida.

2. Does the council have a website?

Yes: www.MyFloridaLicense.com > Doing Business With Us > Community Association Managers.

3. What are the statutes and rules that govern community association managers?

Chapter 468, Part VIII, of the Florida Statutes and Rule 61G20 of the Florida Administrative Code.

4. Where can I obtain the laws and rules of the Board?

The laws and rules may be obtained on the Board's website at www.MyFloridaLicense.com > Doing Business With Us > Community Association Managers > Statutes and Rules.

If you need further assistance, you may call the Customer Contact Center at 850.487.1395.

5. When and where is the next council meeting?

The date and locations of the council meetings are available online at www.MyFloridaLicense.com > Doing Business With Us > Community Association Managers > Council Meeting Information.

LICENSURE INFORMATION

1. When is a community association manager's license required?

A license is required when the community association manager receives compensation for services, and the association or associations served contain more than 10 units or have an annual budget(s) in excess of \$100,000.00.

2. What are the requirements for obtaining a community association manager license?

The applicant must be at least 18 years of age; file a complete application, submit electronic fingerprints taken through the designated Department's vendor; complete 18 hours of council approved pre-licensure education; pay the appropriate fees; be of good moral character; and pass the state examination.

3. Do I have to go to school in order to obtain a community association manager license?

Yes. All applicants are required to satisfactorily complete a minimum of 18 classroom hours of pre-licensure education within 12 months prior to the date of examination.

4. Where are the pre-licensure education courses offered?

The council office has approved pre-licensure education providers to offer the pre-licensure education courses. Attached to the application packet is a list of the approved providers. You may also view the provider list online at www.MyFloridaLicense.com > Doing Business With Us > Community Association Managers.

5. Can I schedule my examination date more than 12 months from the completion date of my pre-licensure training?

No, 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.

6. Are there any provisions for an applicant that cannot attend the pre-licensure course in-person?

Yes, applicants who can document to the council that they suffer from a disability or hardship shall be permitted to complete pre-licensure education either by correspondence or online courses. Such documentation must be received and approved by the council prior to enrolling and completing any correspondence or online pre-licensure education course.

7. I am a pre-licensure education provider. When will my providership expire?

Pre-licensure education provider status shall be valid from the date of approval until May 31 of the next even-numbered year.

8. How long does the application process take?

Applications are usually processed within two to three weeks of receipt of a completed application, including electronic fingerprint results from the Florida Department of Law Enforcement.

9. How do I submit my fingerprint information?

All fingerprints must be submitted electronically to the Department. Electronic fingerprinting allows you to have your fingerprints scanned and electronically submitted to the Florida Department of Law Enforcement and Federal Bureau of Investigation. Electronic fingerprinting reduces the likelihood of illegible fingerprints, missing information on the fingerprint card or the chance of the fingerprint card not being received in a timeframe that will ensure an efficient application process. The electronic fingerprinting fee is **\$57.25**.

There are many [convenient sites](#) located throughout Florida that offer electronic fingerprinting, through Pearson VUE. Reservations and payment can be made by visiting the [Pearson VUE](#)

[reservation website](#) and selecting Digital Fingerprinting Services, or by calling their toll-free reservation number at 1.888.274.2020 (TTY 1.800.274.2617).

10. I passed the examination. How long will it take before my license is issued?

The department issues the license within 10 business days of receipt of the applicant's passing grade.

11. I have been convicted of a crime. Can I still obtain a community association manager (CAM) license?

Persons who have been convicted of a crime may apply for a CAM license. Each application will be reviewed on its own merit. The nature of the crime and specifics surrounding the incident(s) will determine if an individual is eligible for licensing.

12. What are some of the activities of a community association manager?

Activities include: 1) controlling or disbursing association funds; 2) determining how or when to prepare budgets or other financial documents for an association; 3) determining how or when to provide notice of meetings or to conduct association meetings; 4) maintaining and/or having authorization to spend association petty cash; 5) coordinating maintenance for the residential development; and 6) performing other day-to-day services involved with the operation of a community association.

13. What types of properties hire community association managers?

Community association management can be applicable to mobile home parks, planned unit developments, homeowners associations, cooperatives, timeshares, condominiums, or other residential units, which are part of a residential development scheme and which are authorized to impose a fee that may become a lien on the parcel.

14. Is a person required to have a community association manager license if he or she wants to manage apartment buildings?

A community association manager license is not applicable to the management of apartment buildings, commercial property or single-family dwellings. There is no state license for a property manager. General information regarding careers in property management and programs leading to the award of a professional designation in the field is available from the Institute of Real Estate Management, 430North Michigan Avenue, Chicago, IL, 60611. You may also visit them online at www.irem.org.

15. Does the community association manager law apply to owners or council members?

This law applies to any individual, including unit owners, council members, and officers, who conduct management activities for the association and receive remuneration or compensation for doing so.

16. Is an association required to hire a community association manager (CAM)?

Chapter 468, Part VIII, Florida Statutes, does not require a board of directors to hire a licensed CAM. The board of directors as a whole is the entity responsible for operating

and managing the community association. The board members and officers can perform management services without hiring an outside manager and without obtaining a license, provided they receive no remuneration or compensation.

17. Can I change my address online?

Yes. Visit our website at www.MyFloridaLicense.com > Renew/Maintain A License. You can also change your telephone number and email address here.

18. Your website provides for "main", "mailing", and "location" addresses. What are the differences?

Three types of addresses have been established to support your needs: main, license mailing, and license location.

Main Address - This address is the primary address on file.

License Mailing Address - This is the address where the mail associated with a particular license will be sent (if different from the main or license location addresses).

License Location Address - This is the address where the place of business is physically located.

An example of the use of different addresses:

If Jane Doe is a contractor that works for ACME Builders, she may have 3 different addresses listed in her profile. Her main address would be the address of ACME Builders' corporate headquarters. Her license mailing may be her home so she doesn't have to visit the office to pick up her mail. Finally, her License Location would be the address of the ACME Builders' local office where she works. If Jane Doe worked independently, she might have only one address on file (Main Address) as her office is the same place she wishes to receive her mail.

19. Can I change all license addresses online?

The main address and license mailing address can be changed online for all license types. License location addresses can also be changed online, except for Barbershops, Cosmetology Salons, Veterinary Establishments, and Talent Agencies. The location for these license types is tied to the license, so a location change will require submission of a new application.

20. How can I change my address if I do not have a computer?

You may submit the change in writing or by fax to:
Department of Business and Professional Regulation
Central Intake Unit – License Maintenance
1940 North Monroe Street
Tallahassee, FL 32399-0783
Fax: 850.922.2918

APPLICATION ASSISTANCE

1. How may I obtain assistance on completing my application?

If you have any questions or need assistance completing the application, please contact the department's Customer Contact Center at 850.487.1395.

2. Where do I mail my application?

Department of Business and Professional Regulation
Central Intake Unit
1940 North Monroe Street
Tallahassee, Florida 32399-0783

3. What are the fees for community association manager's applications?

- Application - \$50.00
- Fingerprint Processing - \$57.25 (paid to Pearson VUE for electronic fingerprinting)
- Examination - \$73.00
- License - \$100.00
- Unlicensed Activity - \$5.00

Please note that refund requests must be made in writing to the Executive Director of the council and mailed to the Department of Business and Professional Regulation, Regulatory Council of Community Association Managers, 1940 North Monroe Street, Tallahassee, Florida 32399-0783.

RENEWAL INFORMATION

1. How often do I need to renew my license?

All community association managers' licenses expire September 30 of every even-numbered year.

2. My license expired two or more years ago, and is now null and void. How do I become a licensed community association manager again?

You may petition for reinstatement of a null and void license if you failed to renew your license due to unusual hardship or illness. If the council denies reinstatement, you will be required to reapply for licensure as a new applicant, including pre-licensure education. You are not, however, required to take the state examination again.

3. I am not using my community association manager license. Can I place my license in an inactive status?

Yes, you may place your license in an inactive status. You may do this at renewal time for an inactive renewal fee of \$100.00; or you may submit a request, at any time other than the renewal period, along with your original license and a change of status fee of \$15.00.

4. How can I reactivate my inactive license?

For each year or any portion of the year your license is inactive, you must complete 10 classroom hours of continuing education. This total includes two hours for the legal update seminar for the year you are reactivating.

5. Will the continuing education hours I take to reactivate my license count toward the continuing education hours required to renew my license?

Yes. However, you will be responsible for ensuring that the continuing education requirements are met in each subject area for renewal.

CONTINUING EDUCATION INFORMATION

1. I have just received my community association manager license. Will I be required to comply with the continuing education requirements for my first license renewal?

All licensees who are licensed as a CAM for more than 24 months at renewal time will be required to complete the full continuing education requirements. The term more than 24 months means being licensed 24 months plus one day. Licensees who are licensed for 24 months or less at renewal time are exempt from CE renewal requirements until the end of the next renewal cycle.

2. What are the continuing education requirements for renewal?

All community association manager licensees must satisfactorily complete a minimum of 20 classroom hours of instruction that are 50 minutes each, during each license renewal period, which shall include the required hours at an approved legal update seminar.

The 20 hours of continuing education shall be comprised of the following:

- four hours of legal update;
- four hours of instruction on insurance and financial management topics;
- four hours of instruction on the operation of the community association's physical property;
- four hours of instruction on human resources topic's relating to community association management; and
- four hours of additional instruction in any area described above, or in any course or courses directly related to the management or administration of community associations.

3. I am a continuing education provider. When will my providership and courses expire?

Providerships expires May 31 of every odd number year. A continuing education provider initially approved during the last 90 days prior to May 31 of an odd numbered year shall not be required to reapply as a condition for renewing provider status.

Continuing education courses are valid for 24 months from the date of issuance. Continuing education providers must reapply to course approval within 90 days from the expiration of the 24 month period.

4. What are the continuing education requirements to reactivate my CAM license?

You must satisfactorily complete ten (10) classroom hours of continuing education instruction of 50 minutes each for each year or any portion of a year the license was inactive, **up to a maximum of twenty hours**. Two (2) hours of the continuing education shall consist of the legal update seminar for the year in which the licensee is reactivating.

COMPLAINTS

1. I have a complaint about a community association manager. Whom do I contact?

Contact the department's Customer Contact Center at 850.487.1395 or file a complaint online at www.MyFloridaLicense.com > For Consumers > File a Complaint against a Business or Professional.

2. I have a complaint about an unlicensed community association manager. Whom do I contact?

Contact the department's toll-free unlicensed activity complaint line at 1.866.532.1440 or file a complaint online at www.MyFloridaLicense.com > For Consumers > File a Complaint against a Business or Professional.