DIVISION OF CONDOMINIUMS, TIMESHARES, AND MOBILE HOMES COMPLAINTS, DISPUTES AND INVESTIGATIONS

STATUTORILY TASKED TO HANDLE CERTAIN DISPUTES AND COMPLAINTS

DBPR's Division of Condominiums, Timeshares, and Mobile Homes is well-equipped to handle the complaints regarding financial issues, elections, records and structural integrity reserve studies as authorized in s. 718.501(1), F.S.

THE COMPLAINTS AND INVESTIGATIONS PROCESS

CTMH receives a complaint, and it is assigned to the intake unit.

2

Generally within 48 hours, the intake team will review the complaint for three things:

Is the allegation jurisdictional?

Is the allegation a violation?

Was documentation provided?

3

Intake will try to call the constituent to provide an update if the case is being closed for a deficiency in one of the above reasons, or if the case is going to a regional office for investigation.

4

Intake sends out a letter within seven days notifying the constituent if the case remains open.

5

The assigned regional investigator will contact the complainant and confirm the allegations in the complaint.

If allegations are not going to be investigated, they explain why.

If the case remains open, a process checklist is provided.

The investigator will send out this process checklist every 30 days and strives to complete the investigation within 60 days.

6

After multiple levels of approval, the case is transferred to the Office of General Counsel for legal review and determination.