By Senator Soto

14-01622-16

20161512___

1	
1	A bill to be entitled
2	An act relating to community association managers;
3	creating s. 468.430, F.S.; providing a short title;
4	reordering and amending s. 468.431, F.S.; revising
5	definitions; amending s. 468.4315, F.S.; renaming the
6	Regulatory Council of Community Association Managers
7	as the Board of Community Association Managers;
8	revising membership requirements for members of the
9	board; providing that a unit owner is not prohibited
10	from serving on the board; providing that members are
11	appointed for staggered terms; authorizing removal of
12	members from the board under certain circumstances;
13	authorizing the board to adopt rules under certain
14	circumstances; revising and providing responsibilities
15	relating to the board; revising circumstances under
16	which a member is entitled to receive per diem and
17	travel expenses; authorizing the board to consult with
18	the Division of Common Interest Communities and the
19	Community Association Living Study Council under
20	certain circumstances; conforming provisions to
21	changes made by the act; amending s. 468.432, F.S.;
22	deleting an obsolete date; specifying that a community
23	association management firm must be actively
24	registered with the Secretary of State; providing that
25	community association manager licenses expire and must
26	be renewed every 2 years and specifying related
27	renewal fees; conforming provisions to changes made by
28	the act; amending s. 468.433, F.S.; requiring rather
29	than authorizing the Department of Business and
30	Professional Regulation to refuse to certify an
31	applicant under certain circumstances; revising
32	requirements for licensure by examination; conforming

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33	provisions to changes made by the act; amending s.
34	468.4336, F.S.; conforming provisions to changes made
35	by the act; amending s. 468.4337, F.S.; specifying
36	that the department may not renew a community
37	association manager's license under certain
38	circumstances; revising continuing education
39	requirements for license renewal; amending s.
40	468.4338, F.S.; conforming provisions to changes made
41	by the act; amending s. 468.435, F.S.; deleting
42	certain minimum fees; requiring that the renewal of
43	license fee be based on a certain estimate; specifying
44	the maximum that may be charged for renewals;
45	specifying the account into which collected fees are
46	deposited; amending s. 468.436, F.S.; requiring the
47	department to consider damages that may occur if an
48	inquiry is not expedited during a complaint
49	investigation; requiring the department to conduct a
50	timely investigation; revising the timeline for an
51	investigation; requiring that the licenses of
52	community association managers or firms be suspended
53	under certain circumstances; prohibiting the
54	performance of certain services while a criminal
55	charge is pending; providing for reinstatement under
56	certain circumstances; conforming provisions to
57	changes made by the act; amending s. 468.4365, F.S.;
58	revising provisions relating to the availability of
59	disciplinary records and proceedings; amending s.
60	468.438, F.S.; making a technical change; providing an
61	effective date.

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63	Be It Enacted by the Legislature of the State of Florida:
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65	Section 1. Section 468.430, Florida Statutes, is created to
66	read:
67	468.430 Short titleThis part may be cited as the
68	"Community Association Management Act."
69	Section 2. Section 468.431, Florida Statutes, is amended to
70	read:
71	468.431 Definitions.—As used in this part:
72	<u>(2)</u> "Community association" <u>or "association"</u> means a
73	residential homeowner, condominium, cooperative, or timeshare
74	homeowners' association in which membership is a condition of
75	ownership of a unit <u>that</u> in a planned unit development, or of a
76	lot for a home or a mobile home, or of a townhouse, villa,
77	condominium, cooperative, or other residential unit which is
78	part of a residential development scheme and which is authorized
79	to impose a fee which may become a lien on the parcel.
80	(3) (2) "Community association management" means any of the
81	following practices requiring substantial specialized knowledge,
82	judgment, and managerial skill when done for remuneration and
83	when the association or associations served contain more than 10
84	units or have an annual budget or budgets in excess of \$100,000:
85	controlling or disbursing funds of a community association,
86	preparing budgets or other financial documents for a community
87	association, assisting in the noticing or conduct of community
88	association meetings, determining the number of days required
89	for statutory notices, determining amounts due to the
90	association, collecting amounts due to the association before
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14-01622-16 20161512 91 the filing of a civil action, calculating the votes required for 92 a quorum or to approve a proposition or amendment, completing 93 forms related to the management of a community association that have been created by statute or by a state agency, drafting 94 meeting notices and agendas, calculating and preparing 95 96 certificates of assessment and estoppel certificates, responding 97 to requests for certificates of assessment and estoppel certificates, negotiating monetary or performance terms of a 98 99 contract subject to approval by an association, drafting prearbitration demands, coordinating or performing maintenance 100 for real or personal property and other related routine services 101 involved in the operation of a community association, providing 102 103 services requiring fundamental knowledge or skills as described 104 in s. 468.433(3), and complying with the association's governing 105 documents and the requirements of law as necessary to perform 106 such practices. A person who performs clerical or ministerial 107 functions under the direct supervision and control of a licensed 108 manager or who is charged only with performing the maintenance 109 of a community association and who does not assist in any of the 110 management services described in this subsection is not required 111 to be licensed under this part. 112

112 <u>(4)(3)</u> "Community association management firm" means a 113 corporation, limited liability company, partnership, trust, 114 association, sole proprietorship, or other similar organization 115 engaging in the business of community association management for 116 the purpose of providing any of the services described in 117 subsection (3) (2).

118 <u>(5) (4)</u> "Community association manager" means a natural 119 person who is licensed pursuant to this part to perform

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120	community association management services.									
121	(1) (5) "Board" "Council" means the Board Regulatory Council									
122	of Community Association Managers.									
123	(6) "Department" means the Department of Business and									
124	Professional Regulation.									
125	Section 3. Section 468.4315, Florida Statutes, is amended									
126	to read:									
127	468.4315 <u>Board</u> Regulatory Council of Community Association									
128	Managers									
129	(1) The <u>Board</u> Regulatory Council of Community Association									
130	Managers is created within the department and shall consist of									
131	seven members appointed by the Governor and confirmed by the									
132	Senate. Members of the board serving on or before July 1, 2016,									
133	shall continue as members of the board consistent with the									
134	provisions of this section.									
135	(a) Five members of the <u>board</u> council shall be licensed									
136	community association managers, one of whom may be a community									
137	association manager employed by a timeshare managing entity as									
138	described in ss. 468.438 and 721.13, who have held an active									
139	license for at least 5 years. The remaining two <u>board</u> council									
140	members shall be residents of this state, must not be or ever									
141	have been connected with the business of community association									
142	management, and <u>are</u> shall not be prohibited from serving because									
143	the member is or has been a resident <u>, unit owner,</u> or board									
144	member of a community association.									

(b) The Governor shall appoint members for <u>staggered</u> terms
of 4 years. Such members shall serve until their successors are
appointed. Members' service on the <u>board</u> council shall begin
upon appointment and shall continue until their <u>successors are</u>

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14-01622-16 20161512 149 appointed or they are removed because of two unexcused absences 150 or resignation successors are appointed. 151 (2) The board council may adopt rules relating to the 152 licensure examination, continuing education requirements, 153 continuing education providers, fees, and professional practice 154 standards. The board may adopt rules pursuant to ss. 120.536(1) 155 and 120.54 to implement the provisions of this part or chapter 156 455 conferring duties upon it and to assist the department in 157 carrying out the duties and authorities conferred upon the 158 department by this part. (3) To the extent the council is authorized to exercise 159 160 functions otherwise exercised by a board pursuant to chapter 161 455, the provisions of chapter 455 and s. 20.165 relating to regulatory boards shall apply, including, but not limited to, 162 163 provisions relating to board rules and the accountability and 164 liability of board members. All proceedings and actions of the 165 council are subject to the provisions of chapter 120. In

166 addition, the provisions of chapter 455 and s. 20.165 shall 167 apply to the department in carrying out the duties and 168 authorities conferred upon the department by this part.

169 <u>(3)(4)</u> The <u>board</u> council may establish a public education 170 program relating to professional community association 171 management.

172 <u>(4)(5)</u> Members of the <u>board</u> council shall serve without 173 compensation but are entitled to receive per diem and travel 174 expenses pursuant to s. 112.061 while carrying out business 175 approved by the <u>board</u>, the chair of the board, or the division 176 between meetings council.

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(5) (6) The responsibilities of the board council shall

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14-01622-16 20161512 207 being able to engage, in the business of community association 208 management in this state unless it is licensed by the department 209 as a community association management firm in accordance with 210 the provisions of this part. 211 (a) A community association management firm or other 212 similar organization desiring to be licensed as a community 213 association management firm shall apply to the department on a 214 form approved by the department, together with the application and licensure fees required by s. 468.435(1)(a) and (c). Each 215 216 community association management firm applying for licensure 217 under this subsection must be actively registered with the Secretary of State and authorized to do business in this state. 218 219 (b) Each applicant shall designate on its application a 220 licensed community association manager who shall be required to 221 respond to all inquiries from and investigations by the 222 department or division. 223 (c) Each licensed community association management firm 224 shall notify the department within 30 days after any change of 225 information contained in the application upon which licensure is 226 based. 227 (d) Community association manager licenses shall expire on 228 September 30 of even-numbered years and must be renewed every 2 229 years. An application for renewal shall be accompanied by the

231 (e) (d) Community association management firm licenses shall 232 expire on September 30 of odd-numbered years and shall be 233 renewed every 2 years. An application for renewal shall be 234 accompanied by the renewal fee as required by s. 468.435(1)(d). 235 (f) (e) The department shall license each applicant whom the

renewal of license fee as required by s. 468.435(1)(d).

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236	department certifies as meeting the requirements of this									
237	subsection.									
238	<u>(g)</u> If the license of at least one individual active									
239	community association manager member is not in force, the									
240	license of the community association management firm or other									
241	similar organization is <u>suspended</u> canceled automatically during									
242	that time.									
243	<u>(h)</u> Any community association management firm or other									
244	similar organization agrees by being licensed that it will									
245	employ only licensed persons in the direct provision of									
246	community association management services as <u>defined</u> described									
247	in s. 468.431(3).									
248	Section 5. Section 468.433, Florida Statutes, is amended to									
249	read:									
250	468.433 Licensure by examination									
251	(1) A person desiring to be licensed as a community									
252	association manager shall apply to the department to take the									
253	licensure examination. Each applicant must file a complete set									
254	of fingerprints that have been taken by an authorized law									
255	enforcement officer, which set of fingerprints shall be									
256	submitted to the Department of Law Enforcement for state									
257	processing and to the Federal Bureau of Investigation for									
258	federal processing. The cost of processing shall be borne by the									
259	applicant.									
260	(2) The department shall examine each applicant who <u>must be</u>									
261	is at least 18 years of age, who has successfully completed all									
262	prelicensure education requirements, and who the department									
263	certifies is of good moral character.									
264	(a) Good moral character means a personal history of									
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294	requirement of in-person instruction in cases of hardship or										
295	disability.										
296	(3) The <u>board</u> council shall approve an examination for										
297	licensure. The examination must demonstrate that the applicant										
298	has a fundamental knowledge of state and federal laws relating										
299	to the operation of all types of community associations and										
300	state laws relating to corporations and nonprofit corporations,										
301	proper preparation of community association budgets, proper										
302	procedures for noticing and conducting community association										
303	meetings, insurance matters relating to community associations,										
304	and management skills and knowledge of:										
305	(a) State and federal laws relating to the operation of all										
306	types of community associations.										
307	(b) State and federal laws relating to corporations and										
308	nonprofit corporations.										
309	(c) Compliance with association governing documents and the										
310	legal requirements required to perform related practices.										
311	(d) Preparing the community association budget.										
312	(e) Calculating reserve requirements.										
313	(f) Determining amounts due to the association and										
314	calculating and preparing certificates of assessment and										
315	estoppel certificates.										
316	(g) Procedures for noticing and conducting community										
317	association meetings.										
318	(h) Insurance matters relating to community associations.										
319	(i) Drafting meeting notices and agendas.										
320	(j) Determining the timing, method, and form of providing										
321	meeting notices.										
322	(k) Determining the number of days required for statutory										
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323	notices.									
324	(1) Procedures for collecting amounts due to the									
325	association before filing a civil action.									
326	(m) Drafting prearbitration demands.									
327	(n) Determining the votes necessary for a quorum, to									
328	approve a proposition or an amendment, or to take certain									
329	actions.									
330	(o) Preparing, modifying, or completing forms relating to									
331	community association management which have been created by									
332	statute or a state agency.									
333	(p) Coordinating or performing maintenance on real or									
334	personal property and other related routine services involved in									
335	the operation of a community association.									
336	(q) Drafting a "yes" or "no" proxy voting question									
337	concerning reserves, financial reporting requirements, excess									
338	membership expenses, or adopting amendments to the documents.									
339	(r) Negotiating monetary or performance contract terms									
340	subject to approval by an association.									
341	(s) Drafting amendments and certificates of amendments that									
342	are recorded in the official records to declarations of									
343	covenants, bylaws, and articles of incorporation with the advice									
344	of counsel when such documents are to be voted upon by the									
345	members.									
346	(t) Modifying or completing proxy forms for questions									
347	addressed at meetings.									
348	(u) Providing assistance with preparing, reviewing,									
349	drafting, or executing contracts.									
350	(v) Determining, from county records, owners required to									
351	receive pre-lien letters.									

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352	(4) A community association manager is liable for damages										
353	incurred from offering incorrect advice.										
354	(5)(4) The department shall issue a license to practice in										
355	this state as a community association manager to <u>a</u> any qualified										
356	applicant who successfully completes the examination in										
357	accordance with this section and pays the appropriate fee.										
358	Section 6. Section 468.4336, Florida Statutes, is amended										
359	to read:										
360	468.4336 Renewal of license										
361	(1) The <u>board</u> department shall renew a license upon receipt										
362	of the renewal application and fee and upon proof of compliance										
363	with the continuing education requirements of s. 468.4337.										
364	(2) The <u>board</u> department shall adopt rules establishing a										
365	procedure for the biennial renewal of licenses.										
366	Section 7. Section 468.4337, Florida Statutes, is amended										
367	to read:										
368	468.4337 Continuing educationThe department may not renew										
369	a community association manager's license until the licensee										
370	submits proof <u>of completion</u> that the licensee has completed the										
371	requisite hours of the requisite hours of continuing education.										
372	<u>At least 20</u> No more than 10 hours of <u>biennial</u> continuing										
373	education <u>are</u> annually shall be required for renewal of a										
374	license. The number of hours, criteria, and course content,										
375	which shall include at least 2 hours of annual legal update										
376	<u>seminars,</u> shall be approved by the <u>board</u> council by rule.										
377	Section 8. Section 468.4338, Florida Statutes, is amended										
378	to read:										
379	468.4338 Reactivation; continuing educationThe board										
380	council shall prescribe by rule continuing education										

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381	requirements for reactivating a license. The continuing										
382	education requirements for reactivating a license may not exceed										
383	one renewal cycle of continuing education.										
384	Section 9. Section 468.435, Florida Statutes, is amended to										
385	read:										
386	468.435 Fees; establishment; disposition										
387	(1) The <u>board</u> council shall, by rule, establish fees for										
388	the described purposes and within the ranges specified in this										
389	section:										
390	(a) Application fee: not less than \$25, or more than \$50.										
391	(b) Examination fee: not less than \$25, or more than \$100.										
392	(c) Initial license fee: not less than \$25, or more than										
393	\$100.										
394	(d) Renewal of license fee: not less than \$25, or more than										
395	\$100.										
396	(e) Delinquent license fee: not less than \$25, or more than										
397	\$50.										
398	(f) Inactive license fee: not less than \$10, or more than										
399	\$25.										
400	(2) The renewal of license fee shall be determined based on										
401	an estimate of the amount required annually for the board to										
402	fulfill its responsibilities under this section, rounded to the										
403	next highest even dollar amount, and may not exceed \$100 Until										
404	the council establishes fees under subsection (1), the lower										
405	amount in each range shall apply.										
406	(3) Fees collected under this section shall be deposited in										
407	the Regulatory Council of Community Association Managers account										
408	<u>in</u> to the credit of the Professional Regulation Trust Fund.										
409	(4) The <u>board</u> council shall establish fees that are										

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410	adequate to fund the cost to implement the provisions of this									
411	part. Fees shall be based on the department estimates of the									
412	revenue required to implement this part and the provisions of									
413	law with respect to the regulation of community association									
414	managers and firms.									
415	Section 10. Section 468.436, Florida Statutes, is amended									
416	to read:									
417	468.436 Disciplinary proceedings.—									
418	(1) The department shall investigate complaints and									
419	allegations of a violation of this part, chapter 455, or any									
420	rule adopted thereunder $_{m au}$ filed against community association									
421	managers or firms <u>or</u> and forwarded from other divisions <u>of</u> under									
422	the department of Business and Professional Regulation .									
423	(a) After a complaint is received, the department shall									
424	conduct its inquiry with due regard to the interests of the									
425	affected parties and consideration of damages that may occur if									
426	the inquiry is not expedited.									
427	(b) Within 30 days after receipt of a complaint, the									
428	department shall acknowledge the complaint in writing and notify									
429	the complainant whether or not the complaint is within the									
430	jurisdiction of the department and whether or not additional									
431	information is needed by the department from the complainant.									
432	<u>(c)</u> The department shall conduct <u>a timely</u> an investigation									
433	and shall, within 45 90 days after receipt of the original									
434	complaint or of a timely request for additional information,									
435	take action upon the complaint. However, the failure to complete									
436	the investigation within 45 90 days does not prevent the									
437	department from continuing the investigation, accepting or									
438	considering evidence obtained or received after $45 90$ days, or									

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439	taking administrative action if reasonable cause exists to								
440	believe that a violation of this part, chapter 455, or a rule of								
441	the department has occurred.								
442	(d) If an investigation is not completed within the time								
443	limits established in this subsection, the department shall, \underline{at}								
444	least monthly on a monthly basis, notify the complainant in								
445	writing of the status of the investigation. When reporting its								
446	action to the complainant, the department shall inform the								
447	complainant of any right to a hearing pursuant to ss. 120.569								
448	and 120.57.								
449	(2) The department shall suspend the license of a community								
450	association manager or firm charged by information or indictment								
451	with a felony offense. While the community association manager								
452	or firm has a criminal charge pending, it may not perform								
453	services of community association management. However, if the								
454	charges are resolved without a finding of guilt, the community								
455	association manager or firm shall be reinstated for the								
456	remainder of its term, if any.								
457	(3)(2) The following acts constitute grounds for which the								
458	disciplinary actions in subsection (5) (4) may be taken:								
459	(a) Violation of any provision of s. 455.227(1).								
460	(b)1. Violation of any provision of this part.								
461	2. Violation of any lawful order or rule rendered or								
462	adopted by the department or the <u>board</u> council .								
463	3. Being convicted of or pleading nolo contendere to a								
464	felony in any court in the United States.								
465	4. Obtaining a license or certification or any other order,								
466	ruling, or authorization by means of fraud, misrepresentation,								
467	or concealment of material facts.								
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14-01622-16 20161512 468 5. Committing acts of gross misconduct or gross negligence 469 in connection with the profession. 470 6. Contracting, on behalf of an association, with any 471 entity in which the licensee has a financial interest that is 472 not disclosed. 473 7. Violating any provision of chapter 718 or chapter 721_{τ} 474 chapter 719, or chapter 720 during the course of performing 475 community association management services pursuant to a contract 476 with a community association as defined in s. 468.431(2) 468.431(1). 477 478 (4) (3) The board council shall specify by rule the acts or 479 omissions that constitute a violation of subsection (3) (2). 480 (5) (4) When the department finds any community association 481 manager or firm guilty of any of the grounds set forth in 482 subsection (3) (2), it may enter an order imposing one or more 483 of the following penalties: 484 (a) Denial of an application for licensure. 485 (b) Revocation or suspension of a license. 486 (c) Imposition of an administrative fine not to exceed 487 \$5,000 for each count or separate offense. 488 (d) Issuance of a reprimand. 489 (e) Placement of the community association manager or firm 490 on probation for a period of time and subject to such conditions 491 as the department specifies. 492 (f) Restriction of the authorized scope of practice by the 493 community association manager or firm. 494 (6) (6) (5) The department may reissue the license of a 495 disciplined community association manager or firm upon 496 certification by the board department that the disciplined

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14-01622-16 20161512 497 person or firm has complied with all of the terms and conditions 498 set forth in the final order. 499 Section 11. Section 468.4365, Florida Statutes, is amended 500 to read: 501 468.4365 Availability of disciplinary records and 502 proceedings.-Notwithstanding s. 455.225, any complaint or record 503 maintained by the Department of Business and Professional 504 Regulation pursuant to the Discipline of a licensed community 505 association manager or firm and any proceeding held by the 506 department to discipline a licensed community association 507 manager or firm shall remain open and available to the public 508 pursuant to s. 286.011. 509 Section 12. Subsection (2) of section 468.438, Florida 510 Statutes, is amended to read: 511 468.438 Timeshare management firms.-512 (2) A timeshare management firm is shall only be required 513 to employ at least one individual licensed under this part at 514 each noncontiguous geographic location at which the management 515 firm provides community association management. No other person 516 providing community association management on behalf of such 517 management firms shall be required to hold a license pursuant to 518 this part, provided that any community association management 519 provided pursuant to this section must be performed under the 520 direct supervision and control of a licensed community 521 association manager. A community association manager licensed 522 pursuant to this part and employed by a timeshare management 523 firm pursuant to this section assumes responsibility for all 524 community association management performed by unlicensed persons 525 employed by the timeshare management firm.

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526	Section	13.	This	act	shall	take	effect	July	1,	2016.

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