Votes "in favor" of HB 6620, HB 1205, HB 1208:

Submitted by: Kay Mondello
1465 East Putnam Avenue, The Common – Unit # 206, Old Greenwich, Connecticut 06870 203-912-6006

## We Need an Ombudsman Law to Protect Condo Owners Rights.

For years, Associations have been aware but unafraid to "break, bend, evade and to put a spin on their own interpretations" of the rules because the laws were not enforceable.
Issues and problems sometimes go on for years and years without resolution.

The majority cases; with serious disputes between unit owners and Associations are not resolved without the unit owner (and ultimately all the unit owners) hiring an Attorney and bearing the cost of thousands of dollars in legal fees, while paying for both legal sides. Issues can go on for years without resolution.

### An Ombudsman;

Would become an enforcer of the Association bylaws and the state laws and become a "fair arbitrator". to discuss and resolve an issue for both sides.

## We Need an Ombudsman Law to Protect Condo Owners Rights.

We need Ombudsman **LAW** because Associations will not cooperate without having this law.

### Some Examples of laws that were necessary.

Seat belt **LAW** – Federal government made car manufactures and motorists comply.
Would they have cooperated without this law...?

Drunk Driving **LAW** – **M. A. A. D.** made a difference.
Would they have cooperated without this law..???

Smoking **LAW** – Federal government bans smoking in public places.
Would they have cooperated without this law...?

These laws were set up to "Protect" people.
We need to protect unit owners in places where they live.
Many issues involving safety hazards, building structure and foundation weaknesses, roof and siding leaks, .mold and mildew problems should be considered; "life threatening".
Home is supposed to be a Safe Sanctuary not a Battleground.

### The **LAWYERS** who defend these Associations argue:

1.

There are only a few hundred complaints and not enough to warrant a law. **WRONG...!**
Connecticut Condo Owners Coalition - C.C.O.C. has gathered **THOUSANDS** of complaints from the Department of Consumer Protection and The Attorney General's office and continue to receive hundreds more each and every week.
What is also not measured, are the thousands of unit owners who are:

- Unit owners who are afraid to speak out or complain, "make waves".
- Unit owners who are elderly or alone and not equipped to defend themselves.
- Unit owners who are intimidated, harassed, threatened or fined by the Association Board Members.
- Unit owners who sell their unit to escape and leave the problems to next owner.
- Unit owners who give up on an issue when they know The Board is "not listening".
- Unit owners who give up after spending thousands of $$$ in legal fees without litigation.

2.

**Vote Board Members out of The Association:**
Although in theory this is possible.
It is **ALMOST IMPOSSIBLE** to get rid of Board Members ..!
They have a "strong hold" on their positions and the Associations and their Lawyers know this.
In most cases, Board Members have been on The Board for years and keep getting re-elected and **"play musical chairs"** with all the board positions.
Elections are dishonest.
Ballots and proxy's are designed to be "secret" and votes counted by Members of the Board or the Management Companies, rarely and independent party or committee.

3.

LAWYERS many times buy and sell multiple condo condo units.
However; the majority of **LAWYERS DO NOT LIVE IN UNITS.**

4.

**There is a need for Training and Licensing:**

- ✓ Associations/Board Members
- ✓ Management Companies
- ✓ Building Managers and Superintendents

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They should all be trained and educated on the rules and regulations on how to run a Condominium Complex and **especially on how to respect and resolve unit owners issues.**