

TESTIMONY IS IN FAVOR OF HB5536

By Stephanie Armshaw

I am in favor of this bill due to the financial involvement and responsibility given to paid managers. Their influence on Condo Boards of Directors is considerable and it is imperative that there is oversight by a governing body.

It is in the best interests of hundreds of unit owners that the Managers are subject to certification, intensive training and education, and most importantly, a thorough background check.

It is my opinion that this bill needs more provisions to protect unit owners.

As a Unit Owner in a Condominium Association for seventeen years, it has become abundantly clear that we are in desperate need of legislation to protect us from the very people we hire to assist in running our associations.

My association currently has a manager that we have had intermittently for eight years. Below is a list of problems I have personally witnessed:

- Does not know or follow State Statutes, Bylaws or Declaration of the association
- Pays \$100 to an electrician to change a light bulb
- 31 roofs redone without specs, invalid contract, 21 roofs leaked and we had no recourse
- No oversight of work being done, no follow up, uses questionable contractors
- Multiple attempts to fix the same problem without success
- Very shoddy repairs, paints over rot, replaces trim in pieces instead of full boards
- Recommends that the association pay for repairs that are not their responsibility
- DOES NOT PAY CONTRACTORS THAT DO NOT WORK FOR HIM!**
- Attempts to collect monies from owners that the association is not entitled to
- Assists Board members in getting work done on their own units
- Does not treat all owners respectfully or fairly
- Ignores requests for work at certain units
- Holds checks and charges late fees
- Sends threatening letter to unit owners
- Likes to bully people
- Unable to work with unit owners or board members that he cannot control
- Cannot be trusted!

Part of the problem certainly is the apathy of some owners and the ignorance of some board members. In the meantime, there needs to be oversight so that those of us who are knowledgeable and really care can be protected from this tyranny.

Managers need to be guided by a code of ethics; they cannot use their influence in a discriminatory or capricious manner. They need to be educated and fair, and unit owners need to have recourse other than the legal system which is too costly for most people.