



*Working together to inform, educate, support, and advocate  
for the rights of condominium owners statewide.*

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**OPPOSED TO**

**H.B. 5661**

**AN ACT CONCERNING COMPLAINTS MADE BY UNIT OWNERS AND  
TENANTS IN COMMON INTEREST COMMUNITIES**

The Connecticut Condo Owners Coalition is a membership based organization requiring no membership fee. Our membership is primarily condominium unit owners. Many individuals have enrolled to receive updates posted on our website [CTCondoNews] while a primary objective for others is to enlist the support of the CCOC Investigative Committee in resolving issues between themselves and a Board of Directors or Property Manager.

On behalf of our Advisory Committee, George Gombossy and I urge lawmakers to vote **NO** on this bill.

Complaints to any Board of Directors should be in writing and should include pertinent information such the date the complaint was filed, the date of the occurrence bringing about the complaint, individuals involved, a summary of the occurrence and, if available, any supplemental information/documentation that would support the allegation being made.

Acting on a complaint, a Board usually follows procedures for Notice of Hearing, more so if offense is subject to penalty. Without documented proof substantiating any complaint, a Board may then be accused by the offending unit owner claiming Board harassment or retaliation.

Verbal complaints are insufficient for a Board to bring any kind of action against an offending unit owner. The association would have no real proof of the complaint.

Human nature being what it is, individuals would tend to be more careful and factual when writing a complaint.

Gail Egan, President  
Connecticut Condo Owners Coalition

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