



## Department of Regulatory Agencies

### Division of Real Estate

#### **HOA Information Office Legislative Summary and Resource Handout**

The HOA Information and Resource Center was created by House Bill 10-1278. The legislation serves two purposes. One purpose is to register homeowners' associations in Colorado in order to better gauge how many HOAs exist in Colorado; how many citizens live in HOAs; and gather basic information about these HOAs. The registration database has a search feature allowing consumers to search for information on HOAs and community association management companies. The registration database is located at:  
<https://www.dora.state.co.us/pls/hoa/HOA.logon>.

The second purpose of the legislation was it created the HOA Information and Resource Center, which serves as a resource for consumers to understand their basic rights and duties under the Colorado Common Interest Ownership Act ("CCIOA"). Headed by the HOA Information Officer, the Center takes complaints in all forms (in writing, online, by telephone, fax or email) and track inquiries and complaint. The HOA Information Officer reports his findings to the Director of the Division of Real Estate. Please be aware that neither the HOA Information Officer nor the Division of Real Estate has any statutory authority to investigate complaints.

The following are a few common inquiries that the HOA Information Officer has received:

#### **Why do HOAs need to register? Don't HOAs already file annual filings with the Secretary of State?**

The purpose of the registration is to be able to track how many HOAs exist in Colorado, to compile general information on Colorado's associations and to understand how many Colorado households are affected by HOAs. While it is true that HOAs also register with the Secretary of State for their corporate filings, the Secretary of State information is separate from the legislative registration requirement.

#### **What information will I need to register?**

The registration process is composed of two parts. The first part requires the registrant to create a username. The next part requires the registrant to input information about the HOA. A registrant can only register one HOA at one time. A registrant should have the Secretary of State registration number and information regarding the recording of the declaration/covenants.

#### **When do we need to register by?**

All homeowners' associations who are not exempt must register on or before March 1, 2011.

#### **Who can register my HOA?**

Any agent of the HOA can register. Authorized agents generally include board members, accountants, community association managers, and other individuals authorized by the HOA to register.

### **Who is exempt from registration?**

Pre-CCIOA associations, who have not elected treatment under CCIOA are exempt. CCIOA-exempt associations are strongly encouraged to register. Purely commercial associations and voluntary associations are exempt as well.

### **What can the HOA Information and Resource Center do for me?**

The HOA Information and Resource Center was created to assist homeowners, associations, and declarants in understanding their basic rights and responsibilities under CCIOA and other relevant laws. We encourage you to contact our office if you have a HOA related question or complaint. A critical component of our office is to gather information on homeowners' issues and complaints and report on this information.

### **How can I submit a complaint against an HOA?**

The HOA Information Officer will accept complaints by phone, email, fax, and letter, but would prefer that consumers use the online complaint form located at:

<http://www.dora.state.co.us/real-estate/licensing/subdivisions/HOA.htm>.

### **What occurs after I file a complaint?**

After a complaint is filed the HOA Information Officer will log the complaint and save any documentation provided. The HOA Information Officer strives to call all complaints back to acknowledge receipt of the complaint and to potentially discuss possible resources available to the consumer or to discuss solutions. However, due to the high volume of complaints, the HOA Information Officer may not contact a consumer for several days after receipt of the complaint.

### **Why file a complaint?**

We strongly encourage consumers to file complaints. The data collected will be analyzed to determine recurring problems in associations. Consumer participation is essential to receive the most comprehensive information possible and to achieve the purpose of the legislation.

### **How can I look up an HOA?**

The HOA registration database has a search feature available:

[https://www.dora.state.co.us/pls/hoa/HOA\\_Search\\_UI.search](https://www.dora.state.co.us/pls/hoa/HOA_Search_UI.search)

### **How can I find information about complaints filed against an HOA?**

The HOA Information and Resource will not make complaint information against HOAs or management companies publicly available. The Division of Real Estate will accept requests for information and may release information subject to the provisions of the Colorado Open Records Act (§24-72-101, *et.seq.*, C.R.S.)

### **How can I contact the HOA Information and Resource Center?**

You may contact the HOA Information Officer via email, mail, fax or by phone at the following:

Aaron Acker, HOA Information Officer  
Colorado Department of Regulatory Agencies  
Division of Real Estate  
1560 Broadway, Suite 925  
Denver, CO 80202  
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