

WHITE PAPER
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Community Association Manager State Mandated Licensing



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CURRENT COMMUNITY ASSOCIATION MANAGER LICENSURE PROGRAM COMPARISON

Current as of November 2024

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Introduction

Community association manager licensure programs are not a new concept. In recent years, state legislators attempted to advance legislative proposals to either revive a previous community association manager licensure program or create a new program using taxpayer funds. In eight states with a regulatory program for the community association manager profession, these licenses are typically issued by a state entity (California being the notable exception).

Per CAI's Community Association Manager Licensing Public Policy, CAI encourages the national certification of community association managers¹. In states that propose mandatory regulation of community association managers, CAI supports a regulatory system incorporating adequate protections for homeowners, mandatory education and testing on fundamental management knowledge, standards of conduct, and appropriate insurance requirements. CAI opposes the licensing of community association managers as real estate brokers, agents, or property managers because real estate brokers and agents handle the transaction of real estate sales and leasing, not the management and governance of a community association.

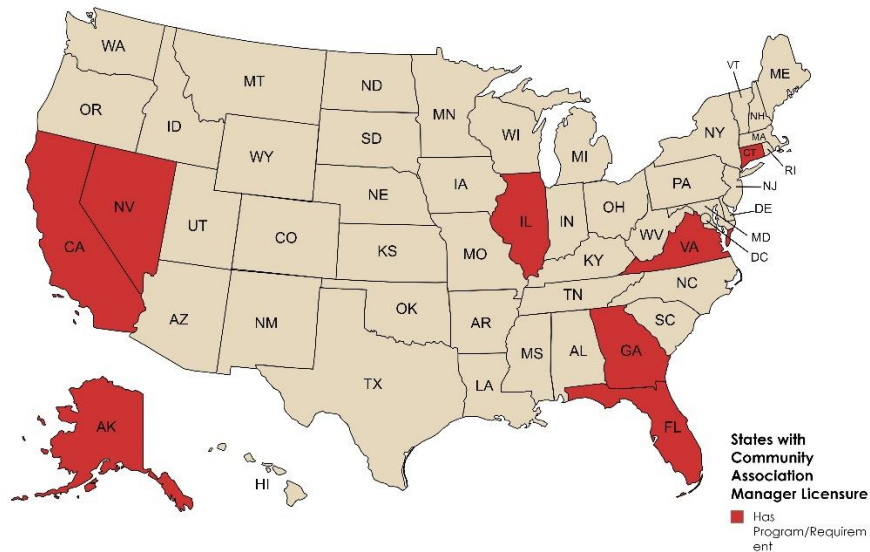
CAI encourages the self-regulation of the community management profession through professional certification and designation programs developed by industry professionals. Such professional certification programs include the Certified Manager of Community Associations® credential administered by the Community Association Managers International Certification Board².

According to the Foundation for Community Association Research there are nearly 65,000 community association managers in the United States³. Narrowing down those numbers a bit, as of February 2024, there are 8,946 active CMCA's in the United States and 140 active CMCA's outside of the country. Historically, CAMICB awarded 23,000 CMCA's in the United States and 400 CMCA's internationally.

¹ www.caionline.org/Advocacy/PublicPolicies/Pages/Community-Association-Manager-Licensing-Policy.aspx

² www.camicb.org/

³ foundation.caionline.org/wp-content/uploads/2024/01/2023StatsReviewDigital-002.pdf



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Current Community Association Manager Licensure Program Comparison Table

| | Alaska ⁴⁵ | California | Connecticut | Florida ⁶ | Georgia ⁷ | Illinois ^{8 9} | Nevada | Virginia |
|--------------------------|---|---------------------------------|--|---|--|---|--|---|
| State Licensing Entity | Real Estate Commission | N/A | Department of Consumer Protection | Department of Business and Professional Regulation | Georgia Real Estate Commission and Appraisers Board | Community Association Management (illinois.gov) | NV Real Estate Division CIC Ombudsman | Common Interest Community Board Virginia Department of Professional and Occupational Regulation |
| Application Requirements | \$380 in fees, plus 15 hours of courses and 24 months of active and continuous experience | 30 hours of approved coursework | \$260 in fees, plus background check, plus nationally recognized course and exam | \$228 fee, 18 hours education, pass CAM exam with a score of 75 or higher | \$91 exam fee, if you are applying within three months from taking your exam, the fee will be \$170.00 | \$300 fee, complete exam and recognized course | 60 hours education, 12 months work experience, \$100 exam fee, \$300 application fee | \$125 in fees, proof applicant is in good standing and has a fidelity bond |

⁴ www.commerce.alaska.gov/web/Portals/5/pub/REC_AnnualReport_2023.pdf

⁵ [Disciplinary Action Reports, Division of Corporations, Business and Professional Licensing \(alaska.gov\)](#)

⁶ [Division Annual Report FY 22-23.pdf \(myfloridalicense.com\)](#)

⁷ grec.state.ga.us/wp-content/uploads/pdfs/About/Annual%20Report%20FY22.pdf

⁸

idfpr.illinois.gov/content/dam/soi/en/web/idfpr/profs/meetings/minutes/2023%209%2019%20CAM%20Minutes.pdf

⁹ idfpr.illinois.gov/content/dam/soi/en/web/idfpr/forms/2023-annual-report.pdf

| | | | | | | | | |
|--------------------------------------|--|-------------------|---|--|--|---|---|--|
| | | | | | If you are applying more than three months but less than 12 months from taking your exam, the fee will be \$340.00 | | | |
| Recertification/Renewal Requirements | 20 hours continuing education, \$345 fee | N/A | \$200 fee, 16 hours continuing education | \$105 fee, plus 20 hours of continuing education. No continuing education required for CAMs who have held a license for more than 10 years with no disciplinary action | 24 hours continuing education | \$300 plus 12 hours continuing education | \$200 plus 18 hours continuing education | \$100 plus annual assessment is calculated by multiplying the applicant's gross receipts from the preceding year by 0.0005, the maximum assessment being \$1,000 |
| Recertification/Renewal Cycle | Two Years | N/A | Annual | Two Years | Four years | Two years | Two years | Annually |
| | Alaska | California | Connecticut | Florida | Georgia | Illinois | Nevada | Virginia |
| Staffing | Seven positions | N/A | Unknown | Approx. 276 across DBPR | Two for the Board, plus 20 investigations and support | Seven positions | 22 positions | Five positions for the board |
| Program Budget | Requested \$19,875.00 for FY 23 | N/A | \$7.11 million for entire Department | Operating account-\$2,506,946 in Revenue June 2023, \$1,369,500 in expenses | \$2,824,601 appropriated by the state for FY 22 | \$200,826.11 expenditures for FY 23, revenue was \$199,905 | \$5,466,100 in 2020 | \$ 26,020,013 department-wide, enforcement is allocated \$8,809,243 |
| Oversight | Board, seven members | N/A | Department Director | Board , seven members | Board, six members | Board, six members | Board, seven members | Board, 11 members |
| Complaints Process | Visit Complaint FAQs, Division of Corporations, Business and Professional Licensing (alaska.gov) | N/A | Visit Consumers - Complaint Center (ct.gov) | Visit File a Complaint - MyFloridaLicense.com | Visit GEORGIA REAL ESTATE COMMISSION | Visit State of Illinois Department of Financial & Professional Regulation | Visit File a Complaint (nv.gov) | Visit File a Complaint Virginia Department of Professional and Occupational Regulation |
| | Alaska | California | Connecticut | Florida | Georgia | Illinois | Nevada | Virginia |
| Number of Complaints | 59 received by Commission | N/A | 20 in 2022, 29 in 2023 | 2,075 | 1,788 system wide | 152 as of September 2023, 191 in FY 23 | Unknown | Unknown |
| Largest Category of Complaints | N/A | N/A | Unknown | N/A | N/A | N/A | N/A | Unknown |
| Cases Resolved | 8 license actions, 12 no violations, 11 incomplete complaints | N/A | One | 12 | 177 system wide | 14 as of September 2023 | 14 cases heard in 2023 | 23 total |
| Contact Information | Visit Contacts, Real Estate Commission | N/A | dcp.licenseservices@ct.gov | Visit Division of Professions | grecmail@grec.state.ga.us | fpr.realestate@illinois.gov | Visit Contact Us (nv.gov) | cic@dpor.virginia.gov |

| | | | | | | | | |
|--|--|--|--|------------------------|--|--|--|--|
| | Professional Licensing, Division of Corporations, Business and Professional Licensing (alaska.gov) | | | = MyFloridaLicense.com | | | | |
|--|--|--|--|------------------------|--|--|--|--|

Other Findings/Highlights and Updates

Alaska

Highlights:

- Community association managers must be licensed as a real estate broker, association real estate broker, or real estate salesperson.
- CAI public policy and/or credentials: Recognizes management as a real estate broker or salesperson and does not recognize CMCA or CAI designations.
- Prelicensure requirements: 19 years of age. Individuals must complete at least 15 hours of real estate commission-approved courses prior to application and must pass a commission-approved test.
- Renewal requirements: Every two years. Individuals must complete 20 hours of commission-approved continuing education courses. In addition to the continuing educational requirement, individuals must complete 30 hours of commission-approved courses within one year of initial licensure.
- Fees: The licensure fee is \$380, which includes the nonrefundable application fee (\$50), license fee (\$275), and recovery fund fee (\$55).
- Fidelity bonding: Must cover maximum funds within control of manager.

Other Findings:

- When reviewing the complaint data, Alaska does not separate community association managers from other real estate licenses. Getting a concrete picture of how many community association managers are the subject of complaints versus the number of other real estate licensees is difficult.
- For perspective, a manual count of complaints acted on by the Department of Commerce, Community and Economic Development, Division of Corporations, Business, and Professional Licensing for 2023 showed eight disciplinary actions were taken against real estate licensees out of the 59 total complaints received. An examination of the division’s licensee database shows roughly 831 licensed real estate associate brokers and real estate brokers in the state. A search of the entire ecosystem of real estate licensees yielded over the maximum allowable number of results in a single search (2,000 individuals).
- There are currently three CMCA’s in Alaska.

California

Highlights:

- A person may perform the services as a community association manager and hold themselves out as a manager in the state without becoming certified. However, it is considered an unfair business practice for someone to hold themselves out as a "certified common interest development manager" without complying with state code.
- CAMICB and CAI comply with the requirements for California managers earning their credentials to hold themselves out as certified.
- Prelicensure requirements: 18 years of age and have a high school diploma. Individuals must be employed for the six months prior to the application as a community association manager.
- Renewal requirements: State law provides CCIDM have three years to complete the recertification process. All certificants must demonstrate they have completed 30 hours of coursework.

Other Findings:

- Rather than creating the bureaucratic infrastructure necessary to operate a program, California opted to codify self-regulation of the industry by requiring professional certification be attained by community association managers and placing on professional certification programs specific course requirements, allowing their programs to be seen as valid by the state.
- There are approximately 1,224 active CMCA in California.
- For information on attaining a CMCA certification, visit www.camicb.org/.

Connecticut

Highlights:

- Individuals who provide management services are required to register with the Department of Consumer Protection and, starting Oct. 1, 2012, submit to a state and national criminal background check, complete a nationally recognized course on community association management, and pass the CMCA examination.
- CAI public policy and/or credentials: Recognizes management as an individual profession and recognizes the CMCA.
- Prelicensure requirements: Must successfully complete a nationally recognized course on community association management and must pass the CMCA examination. Must submit to a state and national criminal background check.
- Renewal requirements: Annually by Jan. 31. Proof of necessary fidelity bond(s) and the \$200 registration fee are required at the time of renewal. Documentation of completing 16 continuing education hours is required.
- Insurance policy: Must cover the maximum funds that will be in custody of the applicant, and no less than the sum of three months' assessments plus the highest estimated level of reserve funds over the next 12 months.

Other Findings:

- Information on the number of cases/complaints against licensed community association managers is not publicly available and requires a public information act request. CAI requested for data covering the 2022-2023 reporting period, which the department broke into two reporting periods for the 2022 calendar year and the 2023 calendar year. Although there was an increase in the number of complaints filed in 2023, between the two years there was only one recorded instance of disciplinary action.
- Connecticut has around 265 CMCA's currently. There are 308 active community association manager licensees.

Florida

Highlights:

- A firm or other similar organization responsible for the management of more than 10 units or a budget of \$100,000 or greater must be licensed. If someone provides management services for an association with more than 10 units or a budget of \$100,000 or greater, and receives compensation for those services, a community association manager license is required.
- CAI public policy and/or credentials: Recognizes management as an individual profession but does not recognize CMCA or CAI credentials.
- Prelicensure Requirements: 18 years of age. Applicants must file a complete application, submit electronic fingerprints taken through an approved vendor, complete 18 hours of approved prelicensure education, pay the appropriate fees, be of good moral character and pass the state examination.
- Renewal requirements: Licenses expire Sept. 30 of even numbered year. Individuals must complete the required 15 hours of continuing education and pay the renewal fee of \$105. After 10 years of holding a license without disciplinary action, continuing education is not required.

Other Findings:

- Interestingly, while Florida tracks the category of complaints against a community association (i.e., records requests), it does not do the same for tracking of complaints against community association managers. Florida's program is funded through state appropriations and fees paid by community association managers during the application and recertification processes.
- There are around 904 CMCA's and 21,271 active state licensed community association managers in Florida. Of the 2,075 complaints received against managers, 642 met the legal sufficiency, three were found to have probable cause, four saw administrative complaints filed, and 12 saw final orders issued.
- Florida's Department of Business and Professional Regulation notes it has an alternative dispute resolution program available for mediation of complaints against several

categories of professionals, including community association managers¹⁰. During FY 22-23, the program successfully mediated 238 complaints against professionals, including community association managers.

Georgia

Highlights:

- CAI public policy and/or credentials: Recognizes management as an individual profession but does not recognize CMCA or CAI credentials.
- Prelicensure Requirements: 18 years of age. Individuals must complete the 25-hour community association manager's prelicense course or successfully complete a minimum of four quarter hours or two semester hours of either course work eligible for a major in real estate or provide proof of completion of at least 25 hours of prelicense course work approved by a real estate authority. Individuals must pass the commission-approved examination and may take it at 17 years of age. There are no experience requirements for a community association manager's license.
- Renewal requirements: Every four years. The commission requires all active licensees must complete at least 24 hours of approved continuing education course work during each renewal period.

Other Findings:

- Much like Florida, Georgia does not track categories of complaints against community association managers. Georgia does not separate complaints against community association managers from those against other real estate licensees.
- Out of 1,788 investigations (plus another 479 pending from the previous fiscal year) opened against real estate professionals in Georgia in FY 22, 177 saw some form of disciplinary action taken. There are roughly 169 CMCA's in Georgia.

Illinois

Program Updates:

- New renewal requirements effective 2023:
 - Any community association management firm practicing in Illinois must be licensed pursuant to the recently adopted **Rules, 68 IAC 1445**, eff. **June 2, 2023**.
 - Title – The professional title “property manager” is no longer allowed and must be updated to “community association manager.”
 - The Illinois Department of Financial and Professional Regulation must be informed within 14 days of any employment commencement or termination of a CAM at the firm, or if there is a change in the designated CAM.
 - The firm must uphold fidelity/crime, general liability, and errors and omissions (E&O) insurance.

¹⁰ [Division Annual Report FY 22-23.pdf \(myfloridalicense.com\)](#)

- Unless specified otherwise, all association accounts should be held at financial institutions insured by the Federal Deposit Insurance Corporation.
- Designated community association manager – Every licensed firm is required to appoint a designated community association manager. The DCAM is responsible for overseeing all licensed and unlicensed employees within the firm. The appointment of a DCAM is a continuous requirement for maintaining the firm’s licensure.
- Management transition: Unless specified differently in the management contract, the community association manager firm is obliged to transfer all accounts, funds, ledgers, and statements or respond to any record requests from the association’s board of directors within 10 days.
- Auditing – IDPFR has the authority to inspect management company accounts to verify adherence to the rule of maintaining distinct, separate accounts for each association and ensure there is no mixing of funds between different associations.

Updates to Community Association Manager Continuing Education:

- Continuing education requirements: In order to renew the community association manager license, it’s necessary to complete 12 hours of continuing education within each renewal period. The first renewal cycle requiring these hours is due by Aug. 31, 2025, and this requirement will continue every two years thereafter. Only educational courses offered by approved sponsors will be recognized and contribute to fulfilling the continuing education requirements.
- Continuing education providers: The continuing education provider must be approved by the IDFPR. The approved provider also is responsible for confirming participant attendance and issuing completion certificates.

Updates to Community Association Manager Unprofessional Conduct:

- Offering legal advice without possessing the necessary license.
- Not adhering to the rules stated in the association’s governing documents.
- Presenting facts inaccurately, making false statements, or engaging in deceitful behavior.
- Not revealing conflict/s of interest.
- Breaching fiduciary duties to the community association.
- Not complying with the terms of the management agreement or legal requirements.
- Failing to handle confidential information properly.
- Neglecting to provide timely notice and delivery of documents to unit owners as mandated by Illinois laws or legal documents.
- Not disclosing affiliation agreements and their terms that bind a client community association.
- Assisting a licensed or unlicensed individual in violating the applicable law.
- Hindering an inspection, audit, investigation, examination, or disciplinary proceeding.
- Not returning association documents and property within 30 days after termination.
- Imposing fees that were not disclosed in the management agreement.

Other Findings:

- Illinois requires community association management firms and designated managers be licensed. For more information on the topic, visit www.caionline.org/Advocacy/Priorities/ManagerLicensing/Pages/IL.aspx.
- Crucially, a sunset report prepared by the Illinois Governor’s Office of Management and Budget in 2021 concluded the following¹¹:
 - *The Illinois Community Association Manager Licensing and Disciplinary Act (225 ILCS 427) should be allowed to sunset. It is not apparent that the role of community association managers is vital to the health, safety, and welfare of the public to a degree that justifies the continued regulation of this profession.*
- Illinois has 748 CMCA’s. A manual count of the database of licensees showed roughly 100 active community association manager license holders. The discrepancy in numbers between CMCA’s and license holders is likely due to lapsed licenses not being displayed in the database search results, and instances of individuals holding more than one professional license also not being displayed.

Nevada

Highlights:

- State law prohibits a person from acting as a community association manager without certification.
- CAI public policy and/or credentials: Recognizes management as an individual profession. The state does not recognize CMCA or CAI credentials. However, CAI is an approved educational provider.
- Prelicensure requirements: 18 years of age. Individuals must complete at least 60 hours of approved courses prior to application and must pass the approved examination. Applicants must have experience in a related area for at least 12 months preceding the date of application or at least two of the four years preceding the date of application.
- Renewal requirements: Every two years. Renewal requires completing at least 18 hours of community manager-designated continuing education within the two-year certificate period.
- Fees: Application fee of \$300 and the renewal fee is \$200.

Other Findings:

- Nevada’s manager licensure enforcement is on the state’s common ownership commission’s meeting agendas as discussion items, not tracked in a formal table like community association complaints. The count (14 cases addressed) is based off a manual count of cases listed in the CIC Commission’s 2023 agenda items. Nevada does not have a separate listing of the number of complaints against managers available online.
- Nevada has approximately 207 CMCA’s. There are about 720 community association manager licensees in the state (including inactive licenses), based off a manual count of

¹¹ budget.illinois.gov/content/dam/soi/en/web/budget/documents/budgeting-for-results/sunset-reports/community-association-manager-licensing-and-disciplinary-act-final-report.pdf

Nevada's master database of licensees. Nevada's database does not allow for the separation of active from inactive licensees.

Virginia

Highlights:

- Business entities engaged in community management services must be licensed. Firms that hold an active Accredited Association Management Company® designation by CAI qualify for certification by the state's common interest community board. Employees of a licensed firm with principal responsibility for community association management services or supervisory responsibility for employees who participate directly in providing community association management services must obtain a certificate issued by the board.
- CAI public policy and/or credentials: Recognizes management as an individual profession and recognizes CMCA and CAI credentials.
- Additional requirements: All applicants must also certify (certificate requirements) that at least half of individuals with principal responsibility for providing community association management services meet one of the following:
 - Active PCAM designation and 12 months of experience providing community association management services immediately prior to applying; or
 - Two years of experience providing community association management services – with a minimum of 12 months experience gained immediately prior to applying – and one of the following:
 - Active designation as a Certified Manager of Community Associations® by NBC-CAM; or
 - Active designation as an Association Management Specialist® by CAI; or
 - Successful completion of a board-approved comprehensive courses (CAI's M-100, 201, 202, 203, 204, 205 and 206 courses) or an introductory (M-100) training program.
- Blanket fidelity bond or employee dishonesty insurance requirement: The policy must provide coverage in the amount of either \$2 million or the aggregate amount of the operating and reserve balances of all associations under the control of the common-interest community manager during the prior fiscal year.
- Renewal requirements: Licenses must be renewed annually. Renewals must be accompanied by the \$100 renewal fee, the calculated assessment, and proof of a blanket fidelity bond coverage or employee dishonesty insurance policy.

Other Findings:

- While there is not a publicly available master list of complaints, a search of the state's master list of license holders yielded 23 resolved complaints on file dating back to 2006. It can be concluded these are likely the only resolved complaints in the history of the community association manager licensure program.

- There are around 864 CMCA's in Virginia. A search of the master list of licensees yielded over 200 community association managers in Virginia. The database has a hard cap of 200 on the number of results generated from a single search.

For more information on community association manager licensing statutes and for current legislative tracking, visit www.caionline.org/ManagerLicensing.

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