

The HOA Information and Resource Center also 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 HOA Information Office takes complaints in all forms (written, online, telephone, fax or email) and tracks inquiries and complaints. An annual report will be submitted to the Director of the Division of Real Estate with the annual statistics gathered by the HOA officer. Neither the HOA Information Office nor the Division of Real Estate has any statutory authority to investigate complaints or mediate disputes.



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

While it is true that HOAs register with the Secretary of State for their corporate filings; the Secretary of State information is separate from the registration requirement under House Bill 10-1278.

### **Do we have to register the association every year?**

HOAs are required to renew their registration annually. Renewal occurs one calendar year after the date that the association initially registered. Additionally, if there are any

changes to the registration information, the HOA agent must update those changes within ninety (90) days.

**What happens if my HOA fails to register?** If an HOA fails to register with the Division of Real Estate they may be precluded from imposing or enforcing a lien for assessments in a court proceeding. This provision also applies if the HOA fails to timely renew its registration with the Division of Real Estate. The Division of Real Estate does not enforce this provision and it is a matter for civil courts.

### **Who is required to register with the Division of Real Estate?**

All HOAs organized under the Colorado Common Interest Ownership Act are required to register with the Division of Real Estate. Master associations and road maintenance associations who hold common property and who have and enforce covenants are included in the registration. Voluntary associations, commercial planned communities, special/water/metro districts, are not required to register. If you have questions of whether your association falls under the jurisdiction of §38-33.3-401, C.R.S. we suggest you seek legal counsel as to the applicability of the law to your HOA.

**What information will I need to register?** The registration process is a two-step process. The first step requires the registrant to create a user profile. The second step requires the registrant input information about the specific HOA. A registrant can only register one HOA at a time but can register multiple HOAs. To register you should have

the Secretary of State registration number and information regarding the recording of the declaration of covenants.

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

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

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

The HOA Information Office 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 an HOA related question or complaint. A critical component of our office is to gather information on homeowners' issues and complaints and then submit a report to the Director of the Division of Real Estate on those findings.

### **How can I file a complaint against my HOA or management company?**

There are several ways to submit your complaints although The HOA Information Office prefers that they be submitted online using the complaint form located at: <http://www.dora.state.co.us/real-estate/hoa.htm>. You may also email to [HOA.registration@dora.state.co.us](mailto:HOA.registration@dora.state.co.us); by phone 303-894-2355 or 303.894.2292; or by mail to the following address:

**HOA Information Officer**  
**1560 Broadway-Suite 925 Denver, CO**  
**80202**

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

We strongly encourage consumers to file complaints. The data that is 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.



### **What happens with a complaint once it has been filed?**

The HOA Information Office does not have regulatory or investigative power and will not contact your HOA or management company. HB 10-1278 provides that the HOA Information Office shall track inquiries and complaints and report annually to the Direction of the Division of Real Estate. The HOA Information Office also acts a clearinghouse for information concerning the basic rights and duties of homeowners, declarants, and HOA's under the Colorado Common Interest Ownership Act ("CCIOA"). Complaints will be logged and the issues will be tracked and reported in an annual report. Depending on the nature of the complaint, the HOA Information Officer may contact complainants to discuss their rights and responsibilities under CCIOA or to gather additional information. The HOA Information Officer strives to call complainants back within one week of receipt of a complaint; however, complaints are answered in the order received and depending on the nature of the issue. If you have specific questions for the HOA Information Officer, you may contact him via email at [aaron.acker@dora.state.co.us](mailto:aaron.acker@dora.state.co.us).

### **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.).



### **HOA Information & Resource Center**

**1560 Broadway, Suite 925**

**Denver, CO 80202**

<https://www.dora.state.co.us/pls/hoa/HOA.logon>



## **FAQ's ?**

**The HOA Information & Resource Center** was created by House Bill 10-1278 effective January 1, 2011. This legislation requires homeowners' associations in Colorado to register in order to determine the number of HOAs in Colorado; the number of units affected by HOAs; and gather basic information about these HOAs. The registration database has a search feature allowing consumers to search for information on HOAs as well as community association management companies at: <http://www.dora.state.co.us/real-estate/hoa.htm>.