

Community Associations Remain Preferred Places to Call Home

2020 HOMEOWNER SATISFACTION SURVEY

National research and analysis for condominiums, homeowners associations, and housing cooperatives



Community Associations Remain Popular with American Homeowners



The results are in!

For the eighth time in 15 years, Americans living in homeowners associations, condominiums, and housing cooperatives say they're overwhelmingly satisfied in their communities:

89% of residents rate their overall community association experience as very good or good (70%) or neutral (19%).*

89% say members of their elected governing board "absolutely" or "for the most part" serve the best interests of their communities.*

74% say their community managers provide value and support to residents and their associations.

94% say their association's rules protect and enhance property values (71%) or have a neutral effect (23%); only 4% say the rules harm property values.*

Results from almost identical national surveys conducted in 2005, 2007, 2009, 2012, 2014, 2016, 2018, and 2020 are strikingly consistent, except 2020 saw an increase in three areas compared to 2018: overall experience, the role of the board, and perception of rules. Other results rarely vary a standard margin of error for national, demographically representative surveys.

***Satisfaction results grew an impressive 4% in overall experience, 5% in the role of the board, and 4% in the perception of rules.**

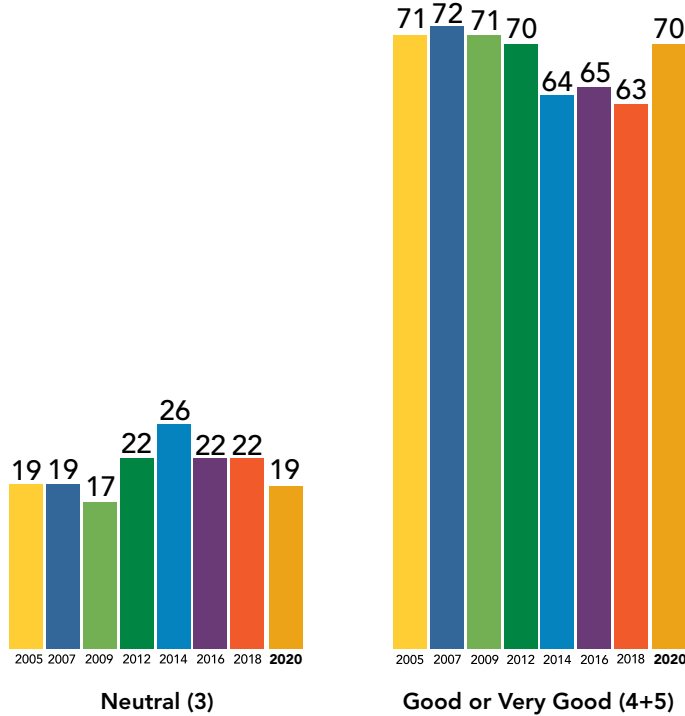
The 2020 survey was conducted by Zogby Analytics for the Foundation for Community Association Research.

The following illustrations compare results from the eight surveys conducted since 2005. Totals may not equal 100 percent due to rounding and "don't know" answers.

For more information and data about community associations, visit www.caionline.org/aboutcommunityassociations

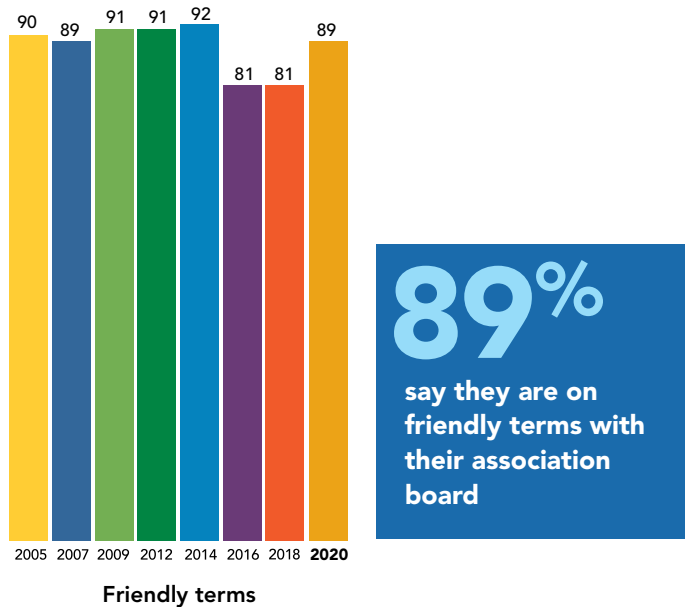
The Association Experience & Effective Board Leadership

On a scale of one to five, with one being very bad and five being very good, how would you rate your overall experience living in a community association?



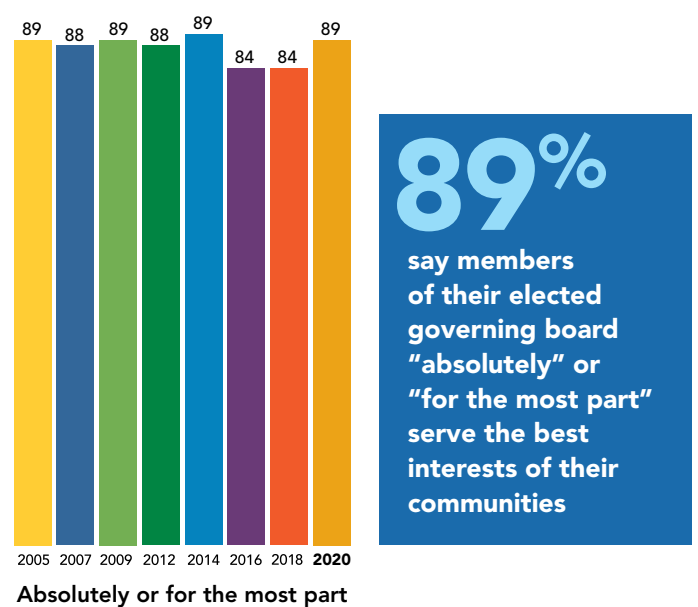
89%
of residents rate their overall community association experience as good or very good (70%) or neutral (19%)

Overall, would you say you are on friendly terms with your current community association board, or would you say you are on unfriendly terms with them?



89%
say they are on friendly terms with their association board

Do you think the members of your elected governing board strive to serve the best interests of the community as a whole?

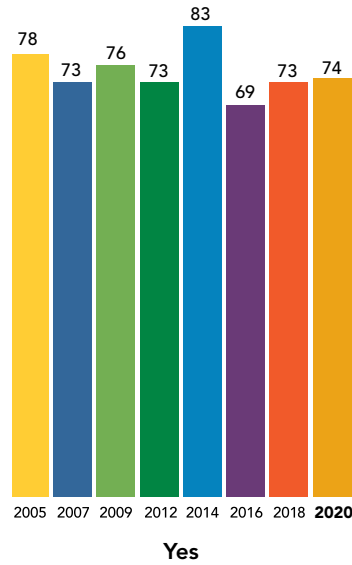


89%
say members of their elected governing board "absolutely" or "for the most part" serve the best interests of their communities

Community Managers

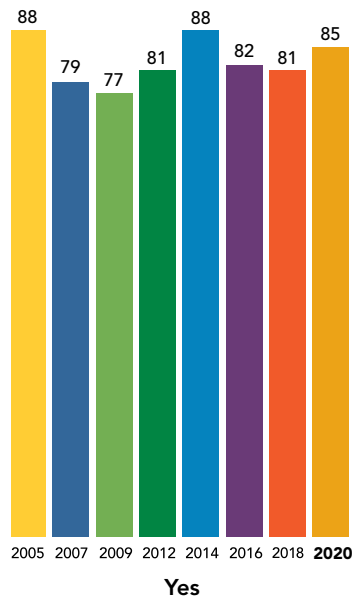


In your view, does your community manager provide value and support to residents and the community as a whole?



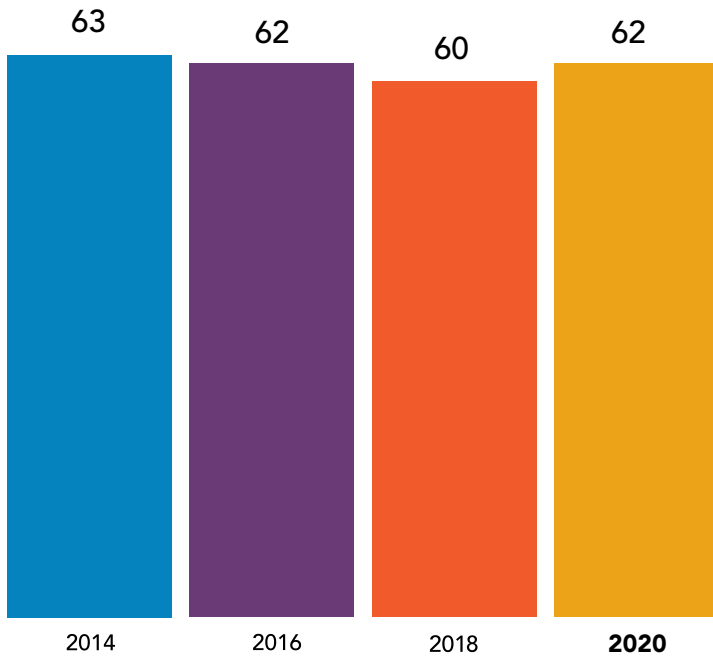
74%
of residents say their community managers provide value and support to residents and their associations

Was direct interaction with your community manager generally a positive experience?



85%
of residents who had direct contact with their community manager say it was a positive experience

Assessments

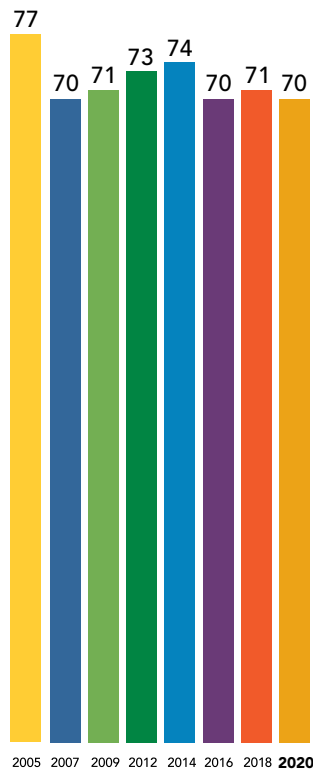


Thinking about the amount of your overall assessments that you pay for the services provided by your association, do you feel the amount of your assessments is too much, too little or just the right amount?

62%

of residents say their association assessments are "just the right amount"—or "too little"

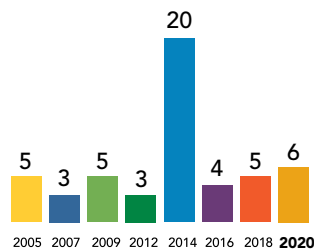
Just the right amount or too little



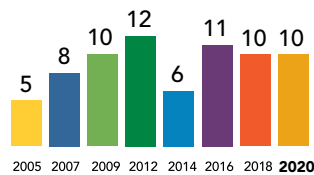
What do you think your community should do when residents neglect to pay their assessments?

70%

of residents say their association should insist that every homeowner pay assessments, involving attorneys only if delinquent accounts are not brought up to date after sufficient notification



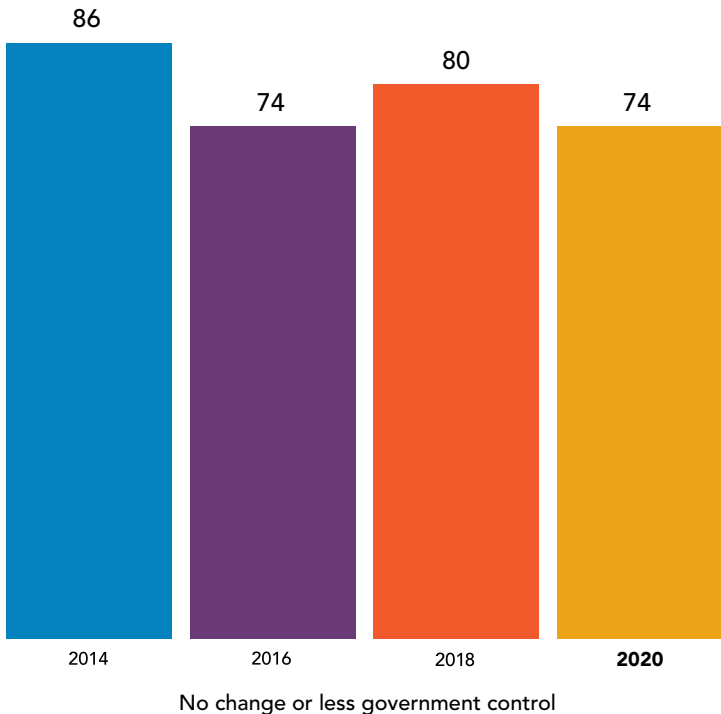
Make up the loss by increasing assessments for paying homeowners



Curtail services and amenities such as reducing pool hours, delaying improvements and spending less on landscaping

Insist that every homeowner pay the assessments, involving attorneys only if delinquent accounts are not brought up to date after sufficient notification

Community Association Governance

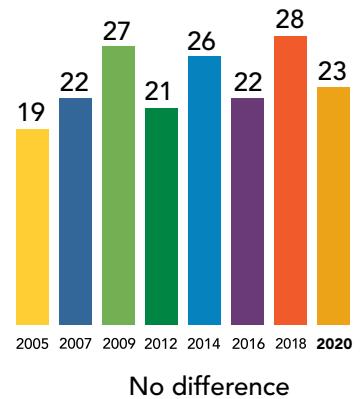
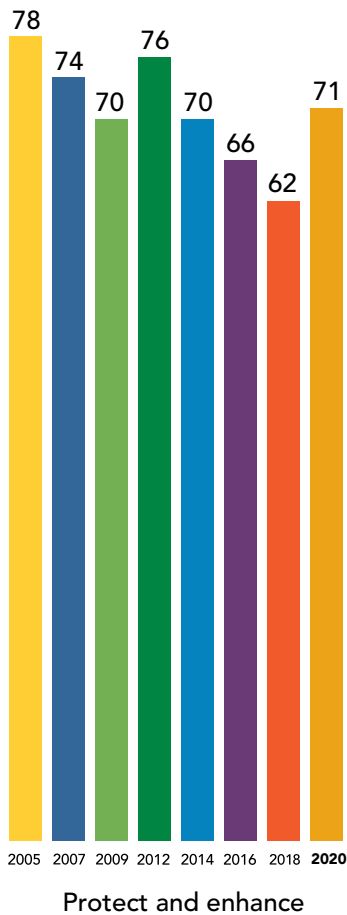


The governance of community associations is subject to differing state laws and regulations. Would you like to see more or less government control of these associations, or would you prefer no change?

74%
of residents prefer either no change or less government control within their association

Do the rules in your community protect and enhance property values, harm them or make no difference?

94%
of residents say their association's rules protect and enhance property values (71%) or have a neutral effect (23%); only 4% say the rules harm property values



Community Association Superlatives

Best aspects of living in a community association, average top responses from 2005–2020

- Responsible neighbors** (8%)
 - Amenities like swimming pools and tennis courts (6%)
- Safe neighborhood** (15%)
- Maintenance-free neighborhood** (19%)
- Clean/attractive neighborhood** (21%)
- Nothing good** (6%)
- Quiet neighborhood** (5%)
 - Everybody knows the rules (4%)
 - You have a say in the rules (3%)
- Property values** (11%)

Worst aspects of living in a community association, average top responses from 2005–2020

- Paying dues** (12%)
- Restrictions on exterior home improvements** (17%)
- Nothing bad** (29%)
- Dealing with neighbors/members** (9%)
- Restrictions on landscaping** (8%)
- The rules** (8%)
- Dissatisfaction with the board** (7%)
- Restrictions on parking** (6%)
 - Meetings (2%)





ABOUT THE FOUNDATION FOR COMMUNITY ASSOCIATION RESEARCH

Our mission—with your support—is to provide research-based information for homeowners, association board members, community managers, developers, and other stakeholders. Since the Foundation's inception in 1975, we've built a solid reputation for producing accurate, insightful, and timely information, and we continue to build on that legacy. Visit foundation.caionline.org



ABOUT COMMUNITY ASSOCIATIONS INSTITUTE

Since 1973, Community Associations Institute (CAI) has been the leading provider of resources and information for homeowners, volunteer board leaders, professional managers, and business professionals in 342,000 community associations, condominiums, and co-ops in the United States and millions of communities worldwide. With nearly 40,000 members, CAI works in partnership with 36 legislative action committees and 63 affiliated chapters within the U.S., Canada, United Arab Emirates, and South Africa, as well as with housing leaders in several other countries including Australia, Spain, Saudi Arabia, and the United Kingdom.

A global nonprofit 501(c)(6) organization, CAI is the foremost authority in community association management, governance, education, and advocacy. Our mission is to inspire professionalism, effective leadership, and responsible citizenship—ideals reflected in community associations that are preferred places to call home. Visit us at www.caionline.org and follow us on Twitter and Facebook @CAISocial.

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