

CondoAssociation.com Community Survey Results

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We surveyed over 1,200 members of US condo and homeowners associations representing a broad range of communities in age, size and location.

Type of community	
Condominium Association	65%
Homeowners Association	32%
Cooperative	1%
Master Planned Community	1%
Other or Combination	2%

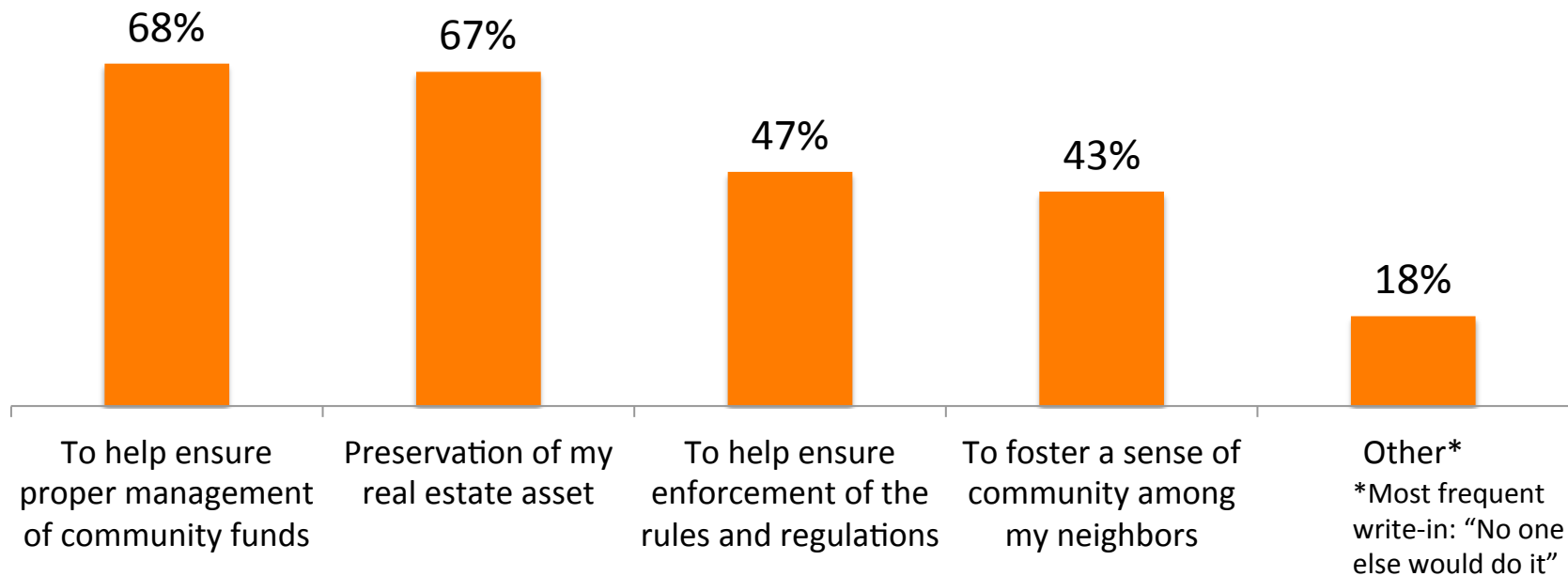
Age of community	
10 years or less	28%
11 - 20 years	18%
21 - 30 years	23%
31 - 40 years	21%
41 - 50 years	7%
More than 50 years	2%

Size of community	
10 units or less	10%
11-20 units	12%
21-50 units	20%
51-100 units	19%
101 - 500 units	26%
501 - 1,000 units	3%
More than 1,000 units	2%

Location of community	
US States	47
US Territories	3

Most association members gave multiple reasons for getting involved in their community. The majority (68%) got involved for financial motivations: to control community funds and preserve their personal asset. About half (47%) wanted to enforce the rules. Many (43%) wanted to foster a sense of community.

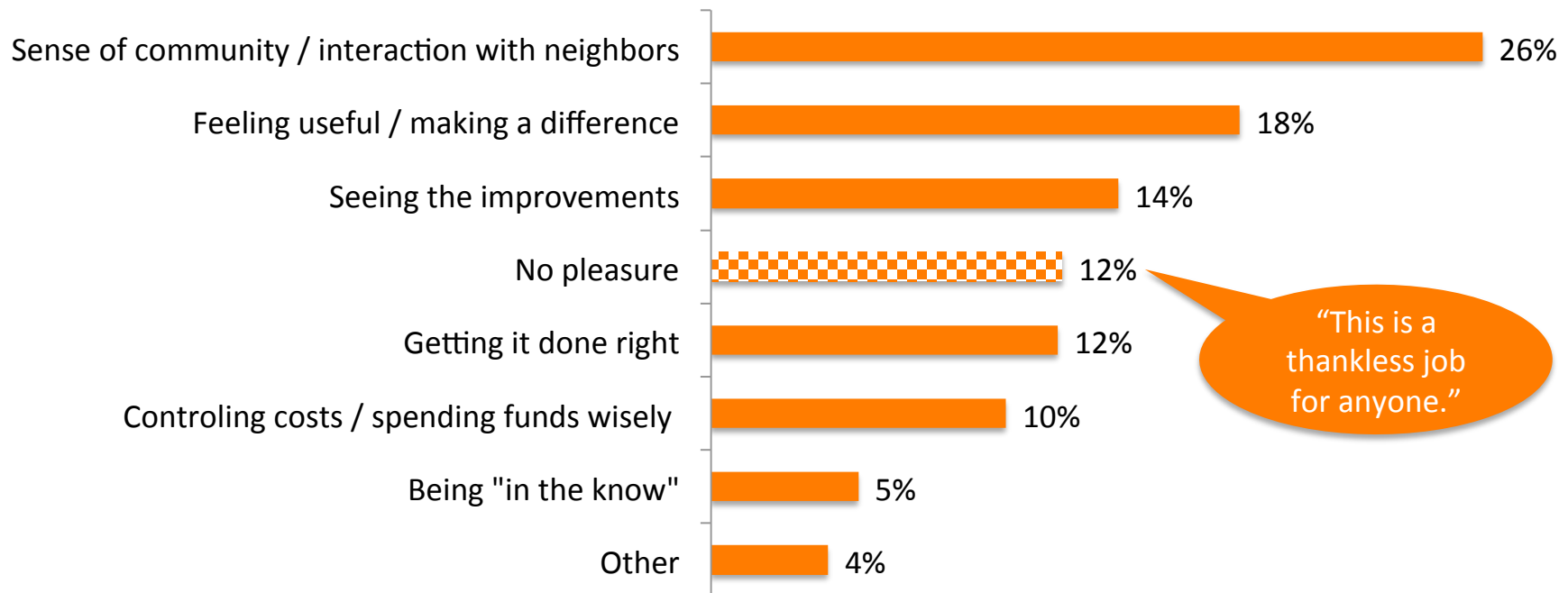
What motivated you to become an active member of your community? (multiple responses permitted)



n = 1,146

The most common positive feeling reported as a result of community involvement is a “sense of community” from interacting with neighbors (26%). A significant portion of respondents reported “no pleasure” from the experience (12%).

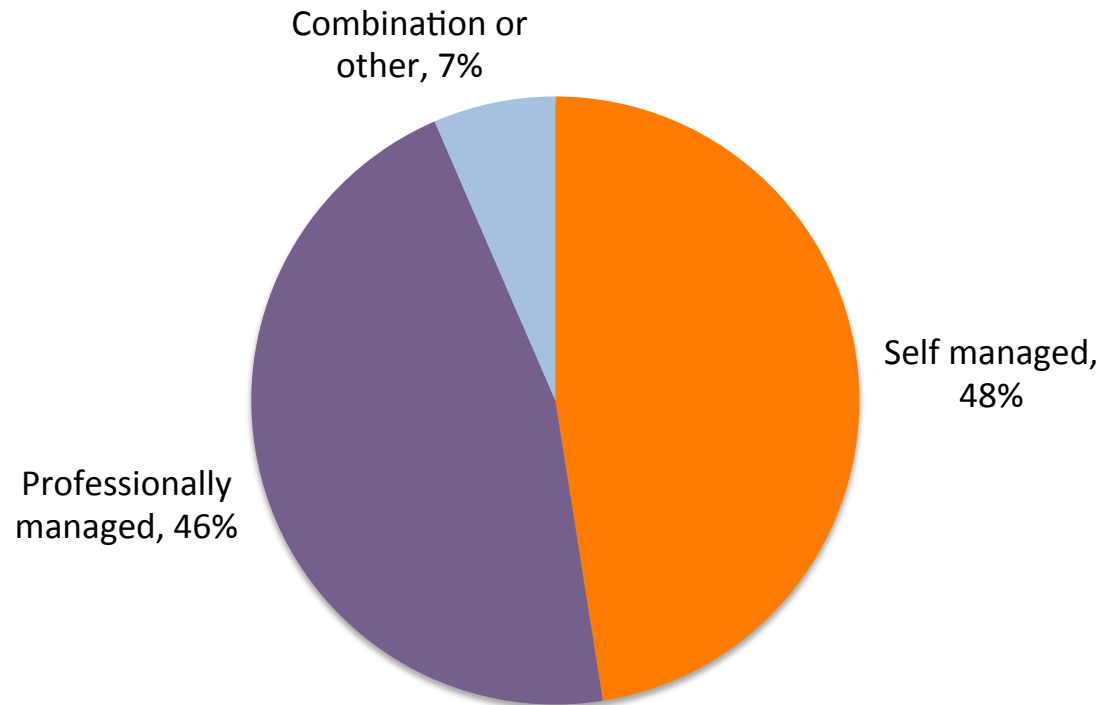
What gives you the greatest pleasure in being an active member of the community?



n = 681

Respondents are evenly split between an experience in a self-managed community (48%) or in a professionally managed community (46%).

How is your community managed?

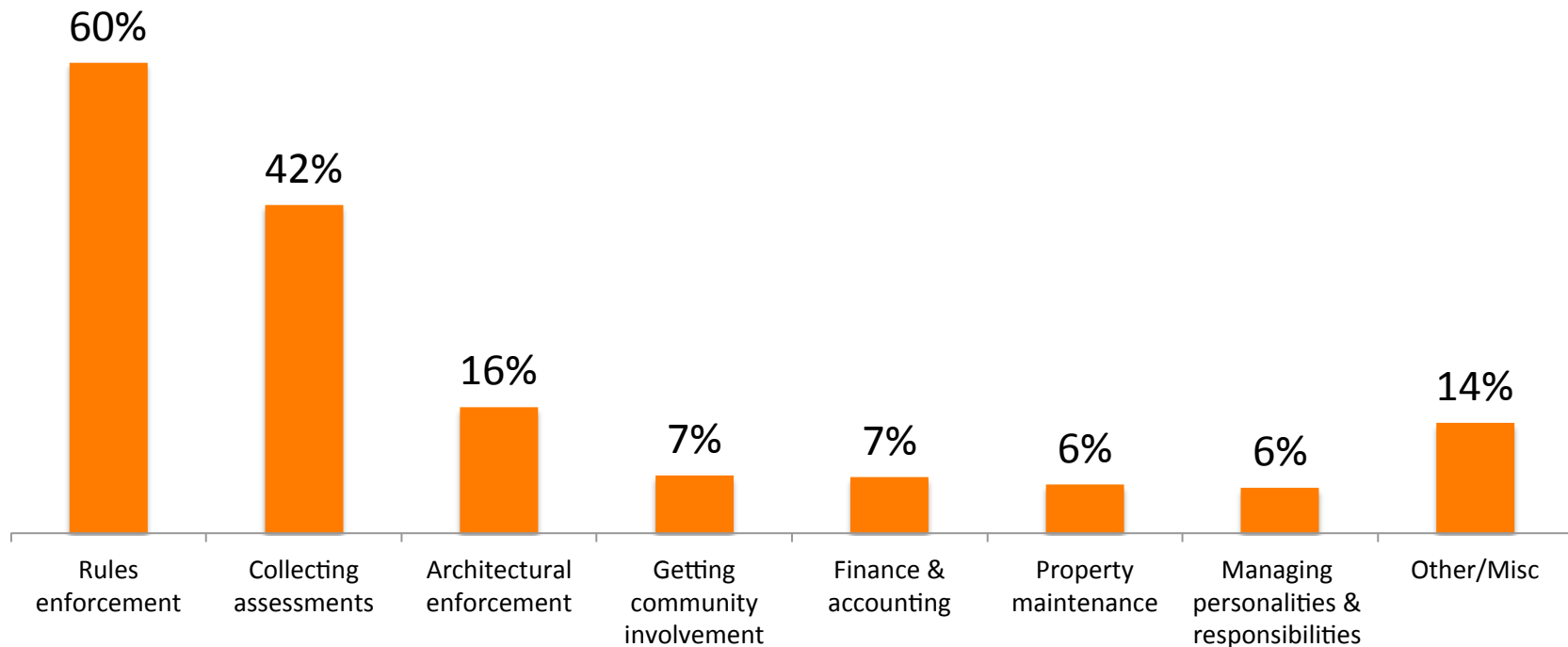


n = 1,108

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The greatest challenges of a self-managed community are rules enforcement (60%) and collecting assessments (42%)

What are your greatest challenges as a self-managed community? (multiple responses permitted)

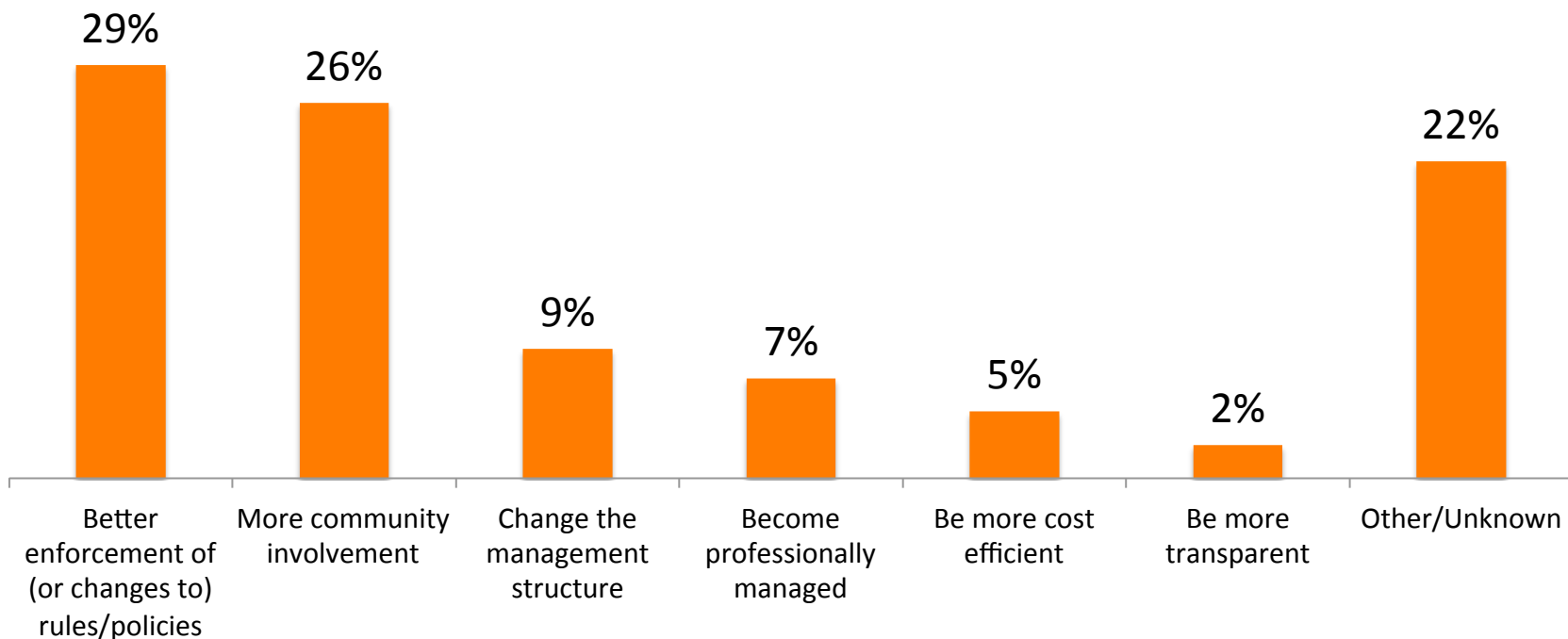


n = 520

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The most commonly reported changes self-managed association members would make to their community are better enforcement or changes to the association's rules and policies (29%) and more community involvement (26%).

If you could change one thing about your self-managed community association, what would it be? (open-ended)

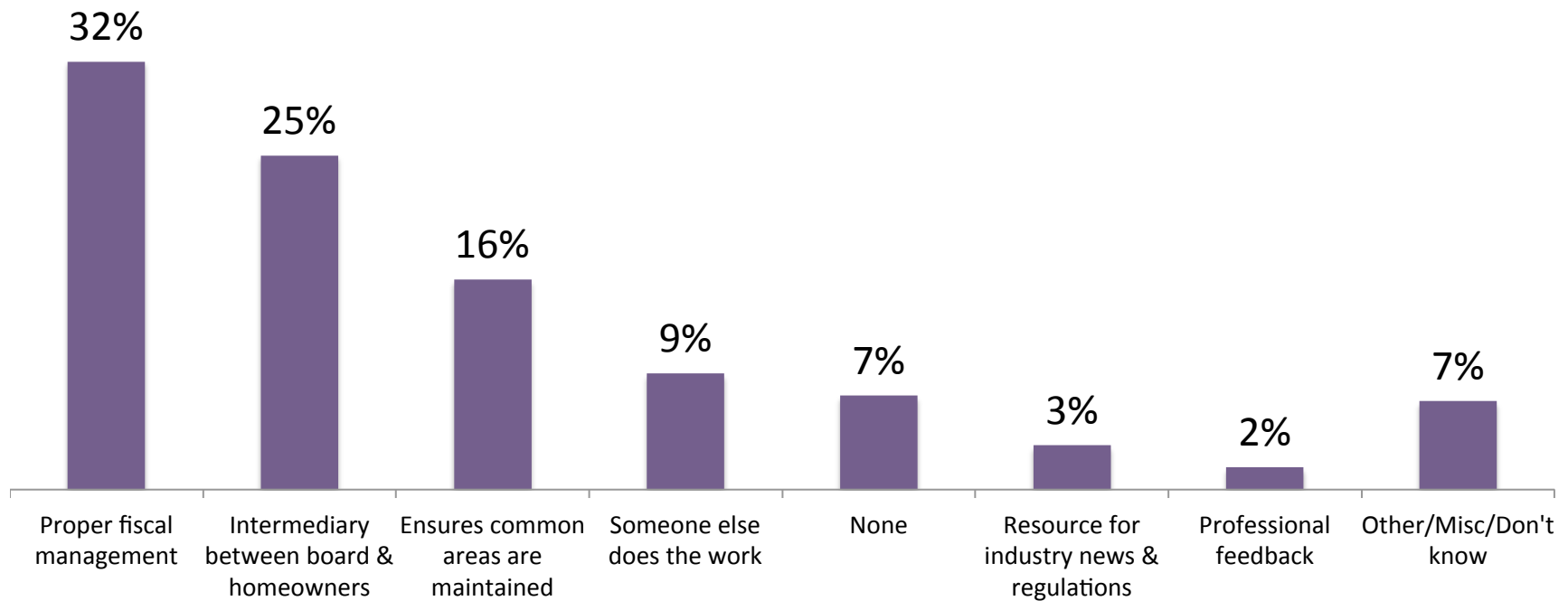


n = 345

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The most popular single advantage to having a professional management company involved is proper fiscal management (32%). The function of intermediary between the board and homeowners (25%) was also a common primary benefit.

What is the greatest advantage of having your community professionally managed?

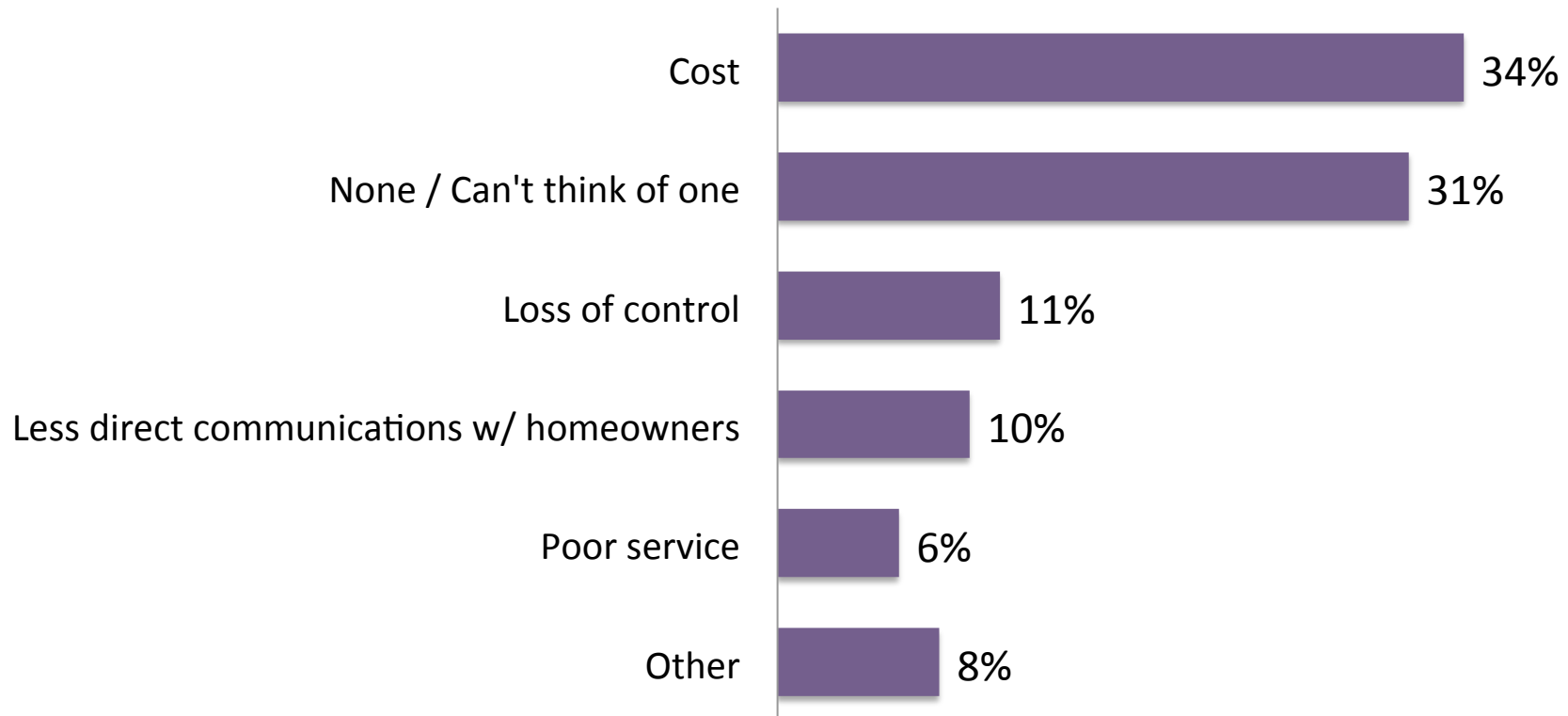


n = 484

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Not surprisingly, the most reported *disadvantage* to a professionally-managed company is cost (34%). Otherwise, respondents frequently reported no major disadvantage (31%).

What is the greatest disadvantage of having your community professionally managed?

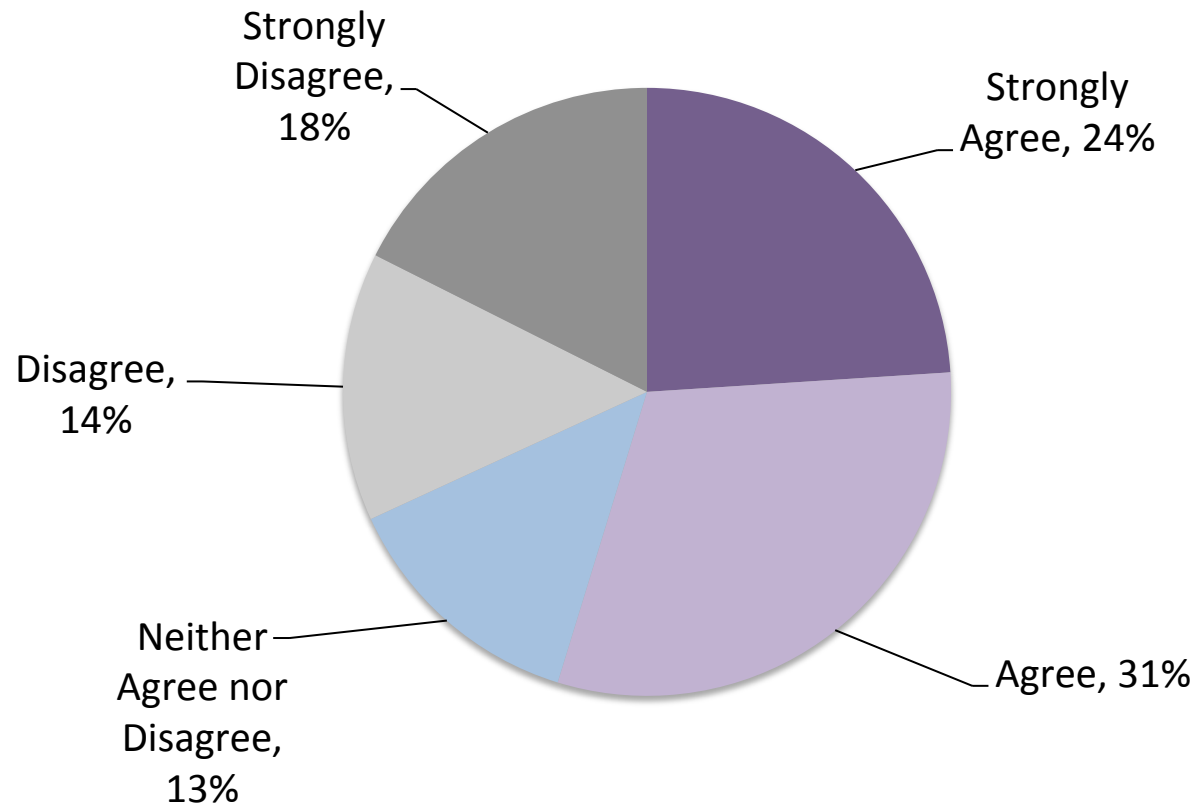


n = 484

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Most respondents (55%) agree or strongly agree that they are satisfied with their professional property management firm.

"I'm satisfied with my community's professional management firm."

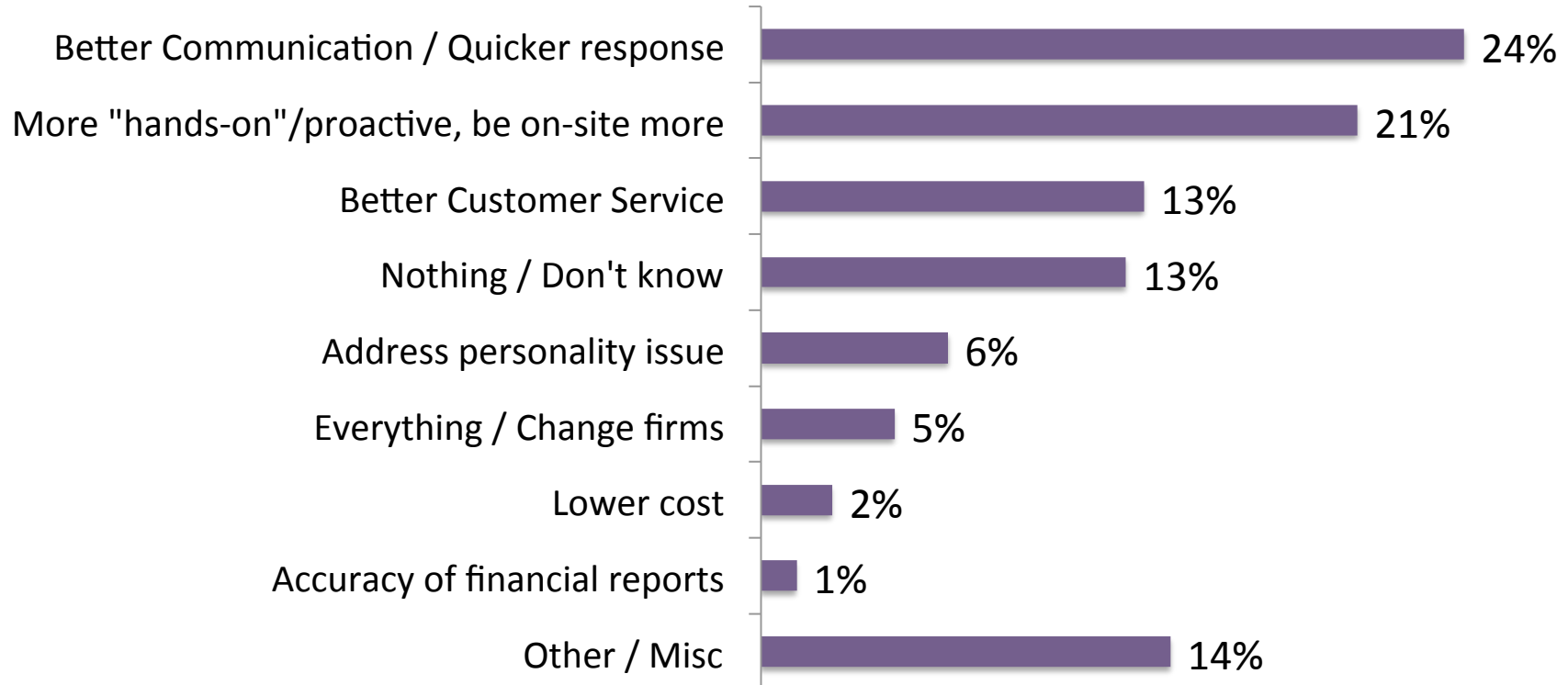


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n = 484

Respondents feel property managers generally should improve communication quality and response rate (24%) and should be on site more and/or more proactive (21%).

If you could change one thing about the services offered by your management firm, what would it be? (open-ended)



n = 318