A spring 2014 national survey of community association residents measured the satisfaction of residents living in associations:

- **90%** percent rated their overall association experience as positive (64 percent) or neutral (26 percent), with only 10 percent expressing dissatisfaction.
- **90%** said association board members serve the best interests of their communities.
- **83%** said their community managers provide value and support to residents and their associations.

See more survey results at www.caionline.org/2014survey

**RESIDENT SATISFACTION**
What portion of your residents are satisfied with the association?

- **46%** Vast majority
- **2%** About half
- **8%** Solid majority
- **2%** A minority
- **1%** Very few

**RESIDENT INTEREST**
How would you describe the level of homeowner interest and involvement in association activities and governance issues?

- **12%** Excellent
- **31%** Good
- **35%** Fair
- **22%** Poor

**FINANCIAL CONDITION**
How would you describe the association’s general financial condition?

- **53%** Excellent
- **35%** Good
- **9%** Fair
- **3%** Poor

**COMMUNITY APPEARANCE**
How would you describe the community’s general appearance and curb appeal?

- **54%** Excellent
- **39%** Good
- **6%** Fair
- **1%** Poor

**RESERVES**
Does the association maintain a viable reserve fund for major repairs and replacements?

- **92%** YES
- **8%** NO

**RESERVE STUDY**
Is the funding level based on the recommendations of a professionally conducted reserve study?

- **70%** YES
- **30%** NO

**OWNERS VS. RENTERS**
Does your community experience more issues with renters or owners?

- **46%** More with renters
- **32%** More with owners
- **22%** About the same

The Foundation for Community Association Research provides authoritative research and analysis on community association trends, issues and operations. Our mission is to inspire successful and sustainable communities.