

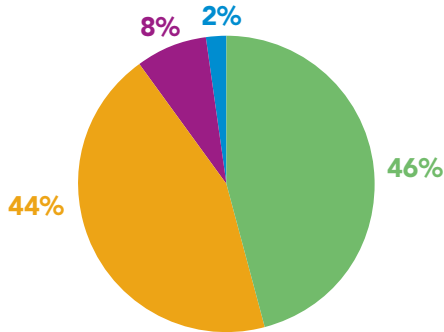
# » We Asked Community Managers

# snap survey

JUNE 2014

## RESIDENT SATISFACTION

What portion of your residents are satisfied with the association?



■ Vast majority    ■ About half    ■ >1% Very few  
■ Solid majority    ■ A minority

## NATIONAL SURVEY OF ASSOCIATION RESIDENTS

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.

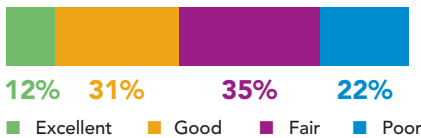
» 90% said association board members serve the best interests of their communities.

» 83% said their community managers provide value and support to residents and their associations.

See more survey results at [www.caionline.org/2014survey](http://www.caionline.org/2014survey)

## RESIDENT INTEREST

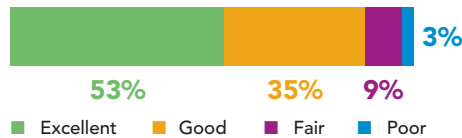
How would you describe the level of homeowner interest and involvement in association activities and governance issues?



■ Excellent    ■ Good    ■ Fair    ■ Poor

## FINANCIAL CONDITION

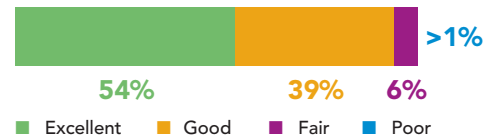
How would you describe the association's general financial condition?



■ Excellent    ■ Good    ■ Fair    ■ Poor

## COMMUNITY APPEARANCE

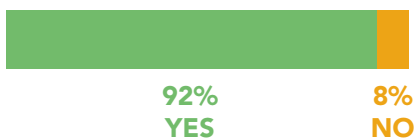
How would you describe the community's general appearance and curb appeal?



■ Excellent    ■ Good    ■ Fair    ■ Poor

## RESERVES

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



## RESERVE STUDY

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



## OWNERS VS. RENTERS

Does your community experience more issues with renters or owners?

