



Community Association Benchmarking Survey

Preliminary results from surveys conducted in 2016

Powered by  SurveyMonkey

Reponse

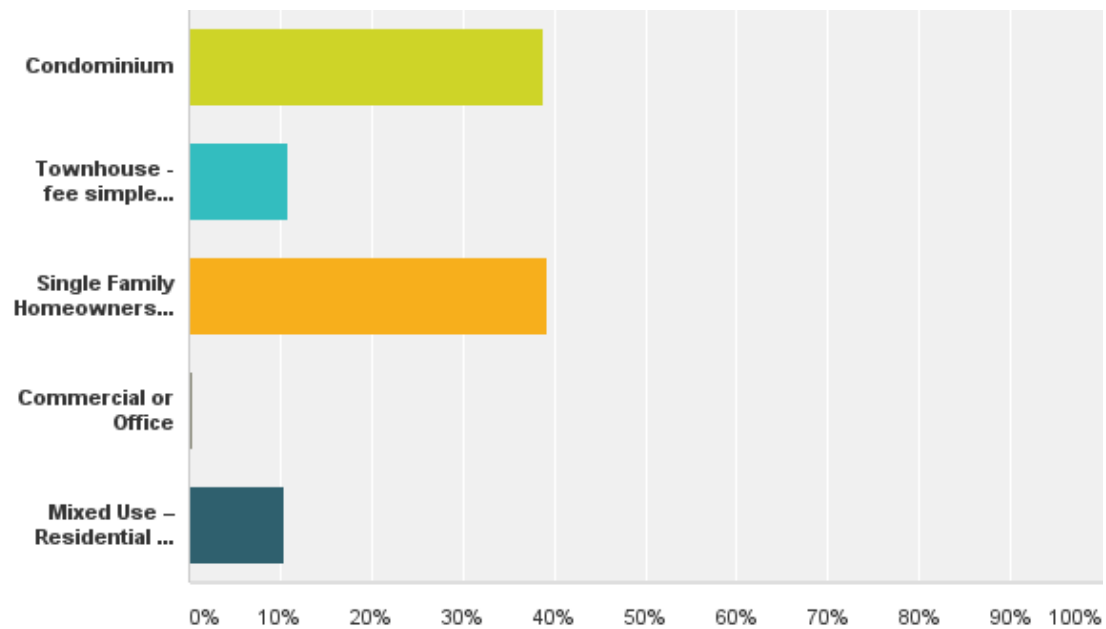
Total Responses: 220

Complete Responses: 174

Date Survey Created: March 05, 2016

Q1: What type of Common Interest Community is this?

Answered: 219 Skipped: 1



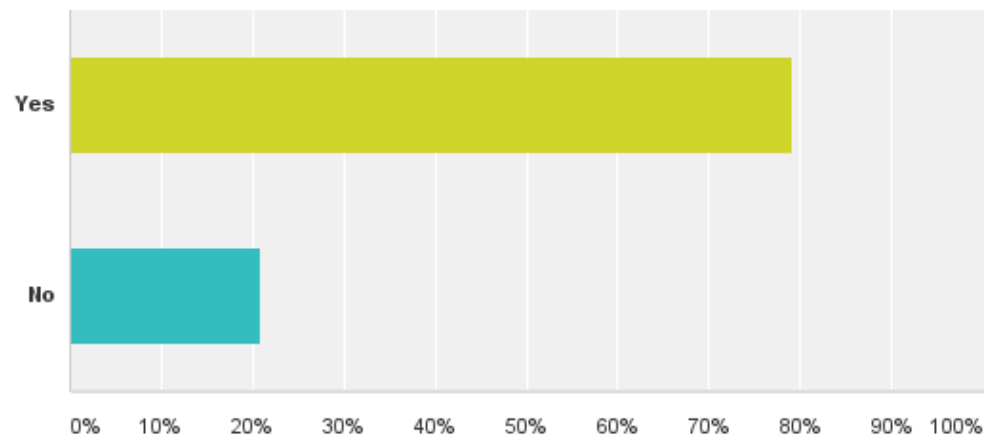
Q1: What type of Common Interest Community is this?

Answered: 219 Skipped: 1

Answer Choices	Responses	
Condominium	38.81%	85
Townhouse - fee simple ownership	10.96%	24
Single Family Homeowners Association	39.27%	86
Commercial or Office	0.46%	1
Mixed Use – Residential and Commercial	10.50%	23
Total		219

Q4: Is this Community fully built out?

Answered: 216 Skipped: 4



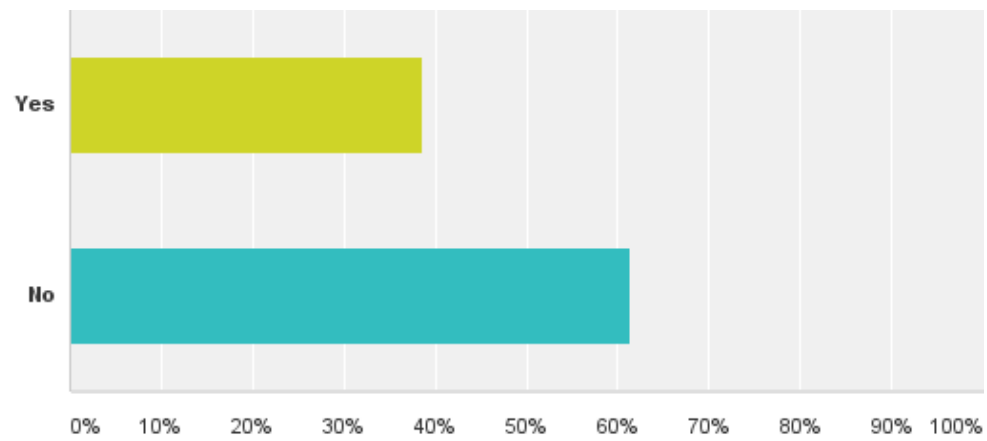
Q4: Is this Community fully built out?

Answered: 216 Skipped: 4

Answer Choices	Responses	
Yes	79.17%	171
No	20.83%	45
Total		216

Q7: Is this Community part of a Master Association?

Answered: 207 Skipped: 13



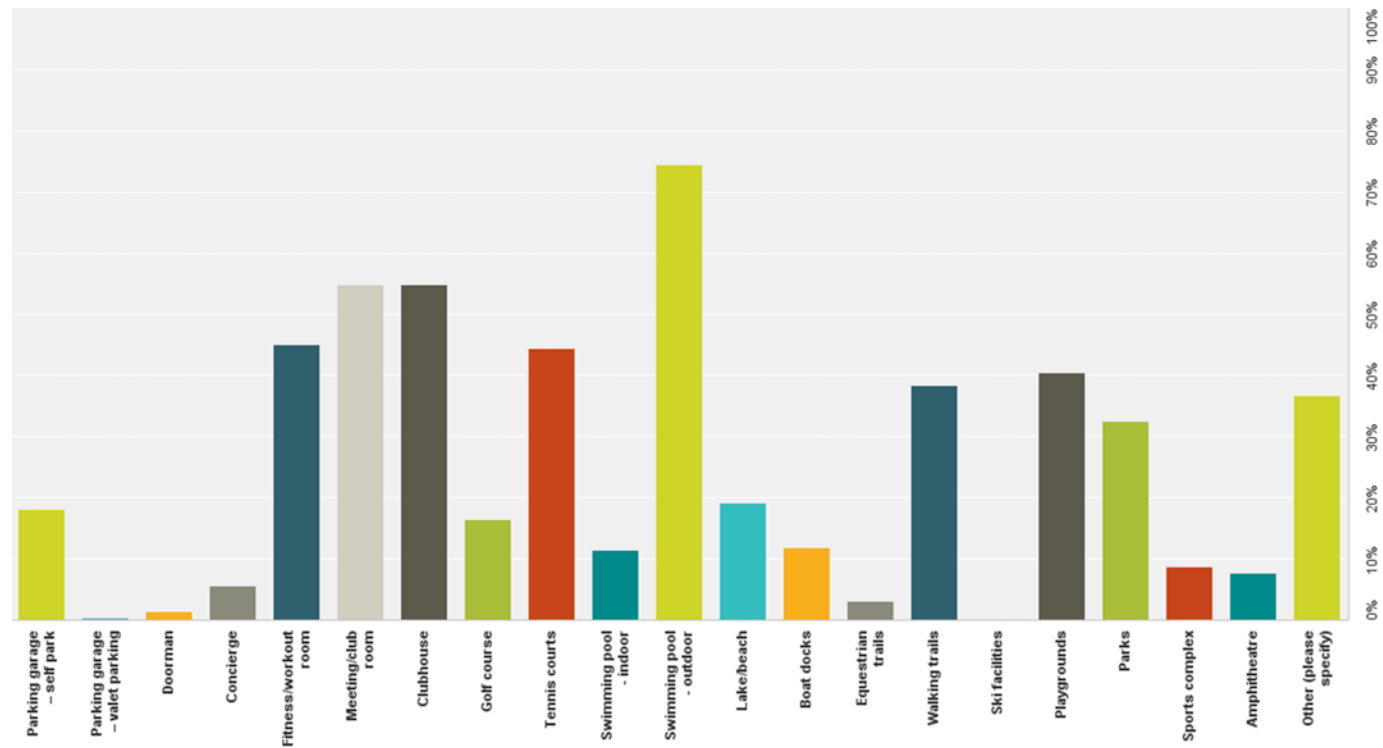
Q7: Is this Community part of a Master Association?

Answered: 207 Skipped: 13

Answer Choices	Responses	
Yes	38.65%	80
No	61.35%	127
Total		207

Q8: What amenities does the Community have? (Select all that apply)

Answered: 193 Skipped: 27



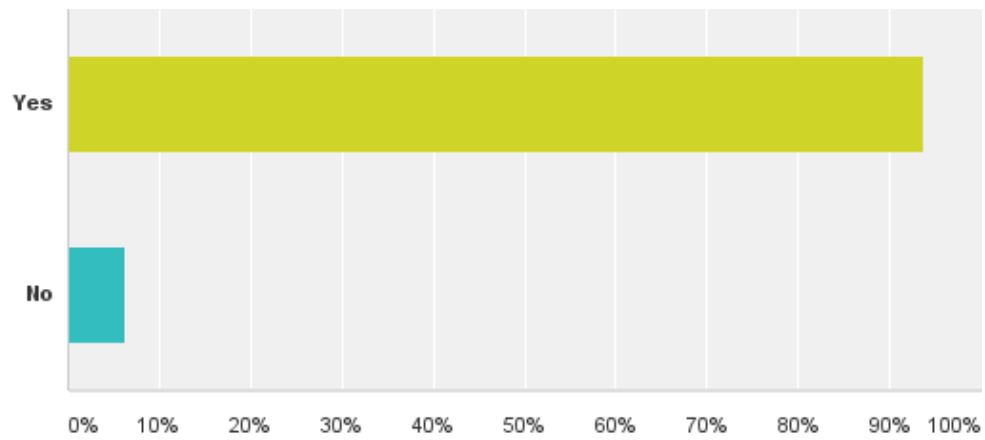
Q8: What amenities does the Community have? (Select all that apply)

Answered: 193 Skipped: 27

Answer Choices	Responses	
Parking garage – self park	18.13%	35
Parking garage – valet parking	0.52%	1
Doorman	1.55%	3
Concierge	5.70%	11
Fitness/workout room	45.08%	87
Meeting/club room	54.92%	106
Clubhouse	54.92%	106
Golf course	16.58%	32
Tennis courts	44.56%	86
Swimming pool - indoor	11.40%	22
Swimming pool - outdoor	74.61%	144
Lake/beach	19.17%	37
Boat docks	11.92%	23
Equestrian trails	3.11%	6
Walking trails	38.34%	74
Ski facilities	0.00%	0
Playgrounds	40.41%	78
Parks	32.64%	63
Sports complex	8.81%	17
Amphitheatre	7.77%	15
Other (please specify)	36.79%	71
Total Respondents: 193		

Q9: Has the Association board transitioned to homeowner control?

Answered: 211 Skipped: 9



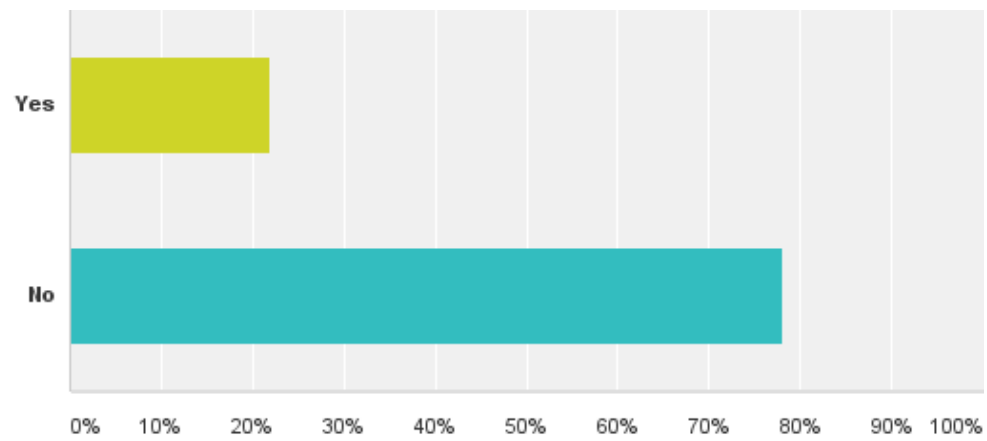
Q9: Has the Association board transitioned to homeowner control?

Answered: 211 Skipped: 9

Answer Choices	Responses	
Yes	93.84%	198
No	6.16%	13
Total		211

Q10: Was there a dispute with the Developer/Declarant about Transition?

Answered: 192 Skipped: 28



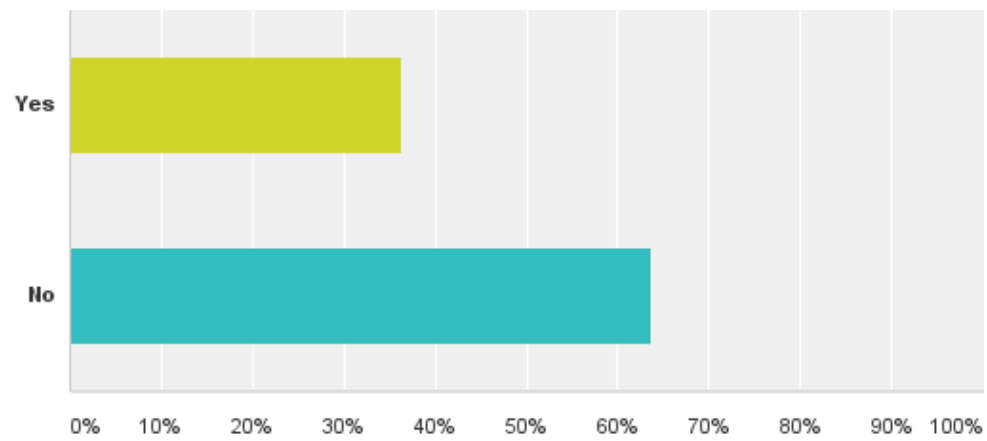
Q10: Was there a dispute with the Developer/Declarant about transition?

Answered: 192 Skipped: 28

Answer Choices	Responses	
Yes	21.88%	42
No	78.13%	150
Total		192

Q11: Did the Association hire an engineer or firm to evaluate the common elements?

Answered: 187 Skipped: 33



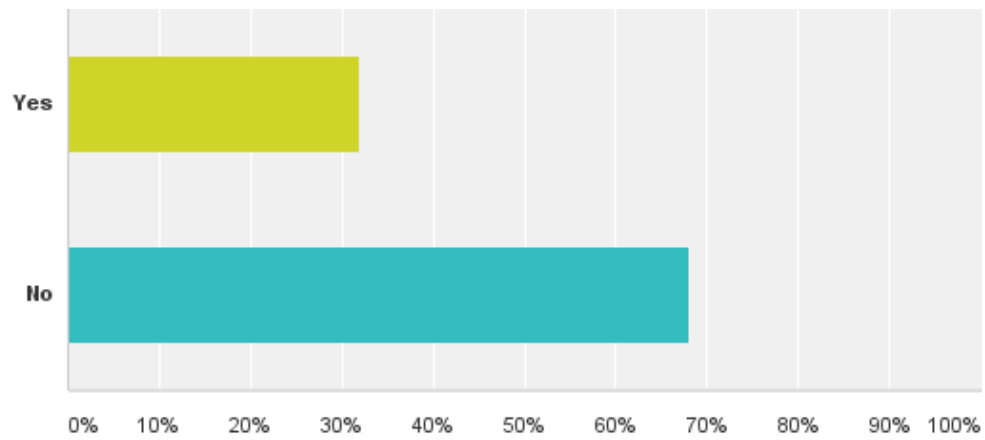
Q11: Did the Association hire an engineer or firm to evaluate the common elements?

Answered: 187 Skipped: 33

Answer Choices	Responses	
Yes	36.36%	68
No	63.64%	119
Total		187

Q12: Did your Transition negotiations result in settlement agreement?

Answered: 175 Skipped: 45



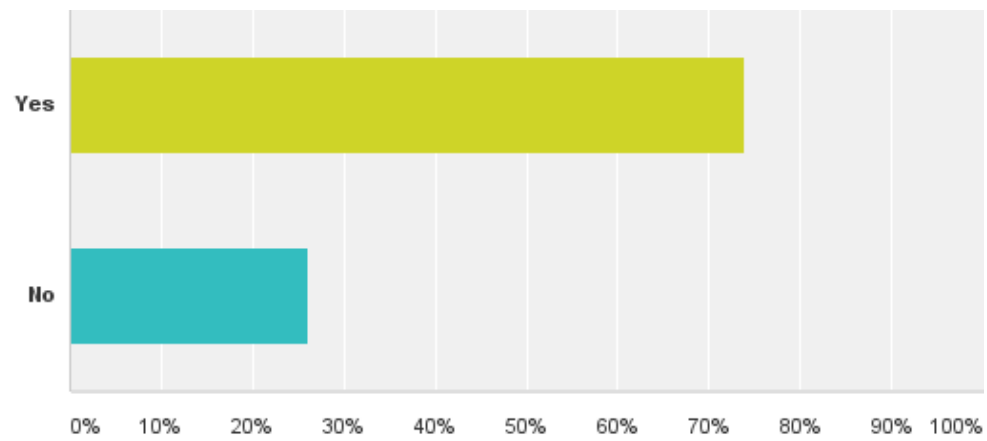
Q12: Did your Transition negotiations result in settlement agreement?

Answered: 175 Skipped: 45

Answer Choices	Responses	
Yes	32.00%	56
No	68.00%	119
Total		175

Q13: Were homeowners allowed to join the Board prior to full Transition?

Answered: 196 Skipped: 24



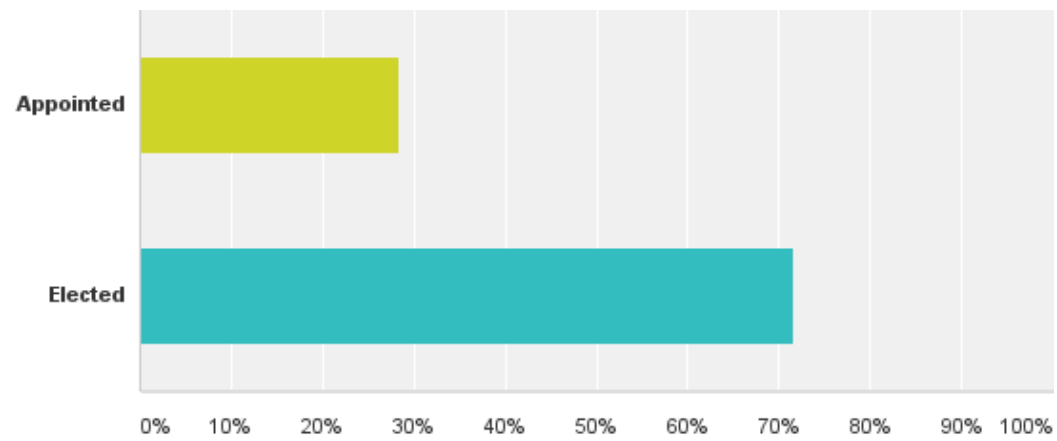
Q13: Were homeowners allowed to join the Board prior to full Transition?

Answered: 196 Skipped: 24

Answer Choices	Responses	
Yes	73.98%	145
No	26.02%	51
Total		196

Q14: Were homeowners appointed or elected to the Board?

Answered: 148 Skipped: 72



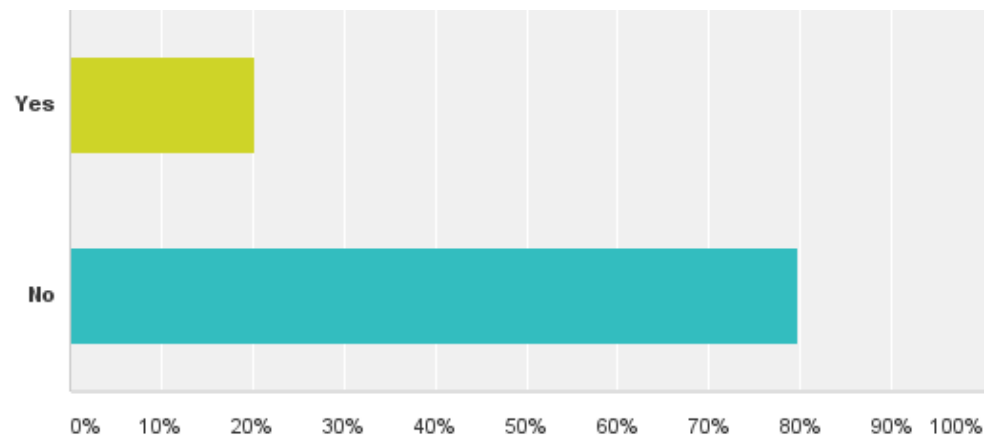
Q14: Were homeowners appointed or elected to the Board?

Answered: 148 Skipped: 72

Answer Choices	Responses	
Appointed	28.38%	42
Elected	71.62%	106
Total		148

Q15: Do you have ongoing relationship with Developer board members?

Answered: 203 Skipped: 17



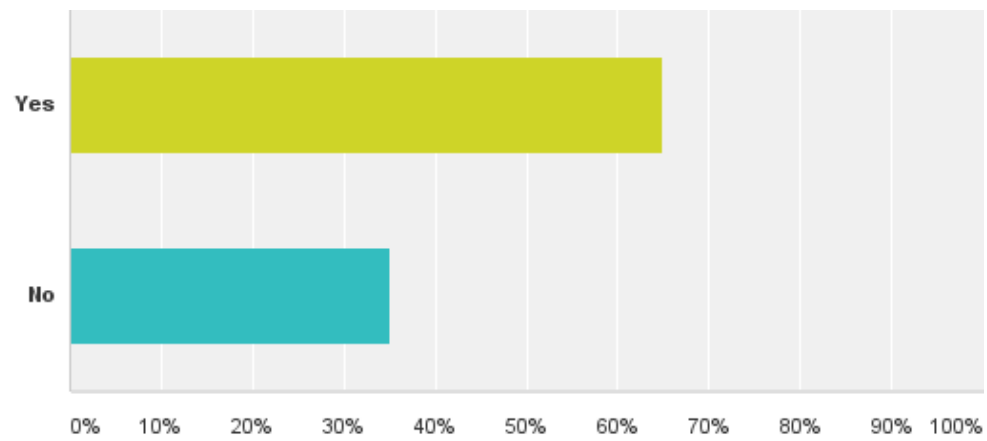
Q15: Do you have an ongoing relationship with Developer board members?

Answered: 203 Skipped: 17

Answer Choices	Responses	
Yes	20.20%	41
No	79.80%	162
Total		203

Q16: Does the Board have a strategic plan?

Answered: 205 Skipped: 15



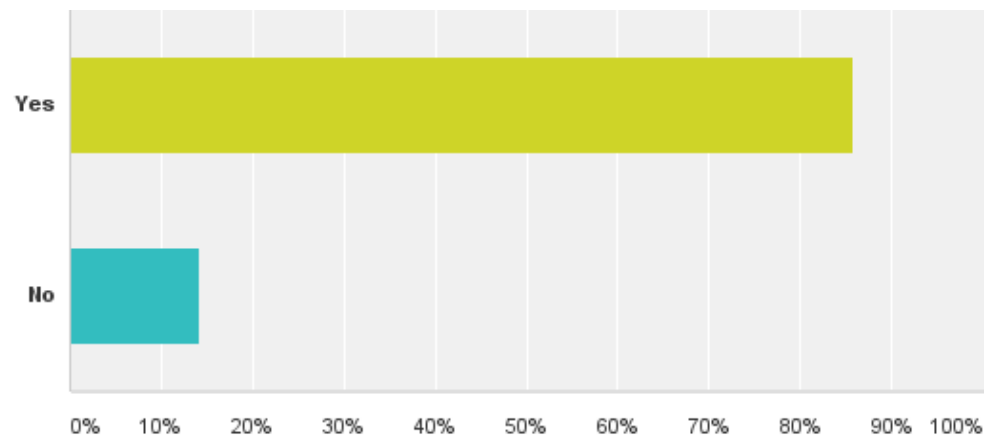
Q16: Does the Board have a strategic plan?

Answered: 205 Skipped: 15

Answer Choices	Responses	
Yes	64.88%	133
No	35.12%	72
Total		205

Q20: Are Board terms staggered?

Answered: 204 Skipped: 16



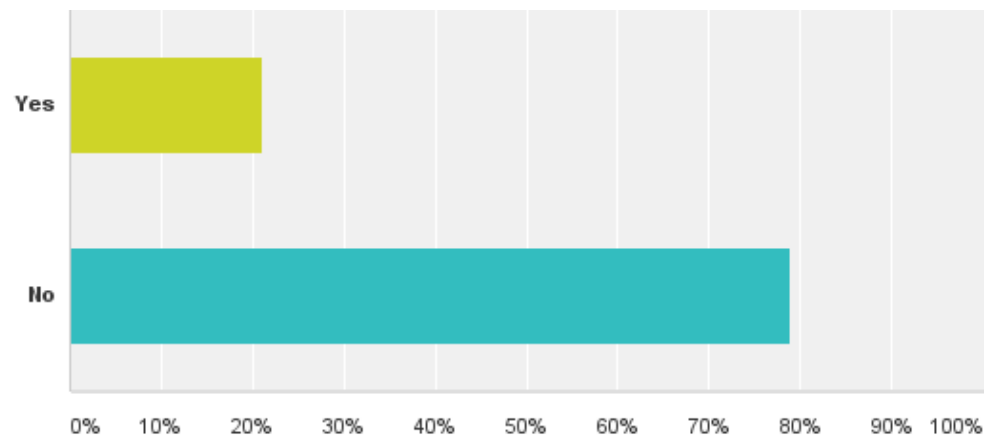
Q20: Are Board terms staggered?

Answered: 204 Skipped: 16

Answer Choices	Responses	
Yes	85.78%	175
No	14.22%	29
Total		204

Q22: Are there Board term limits?

Answered: 203 Skipped: 17



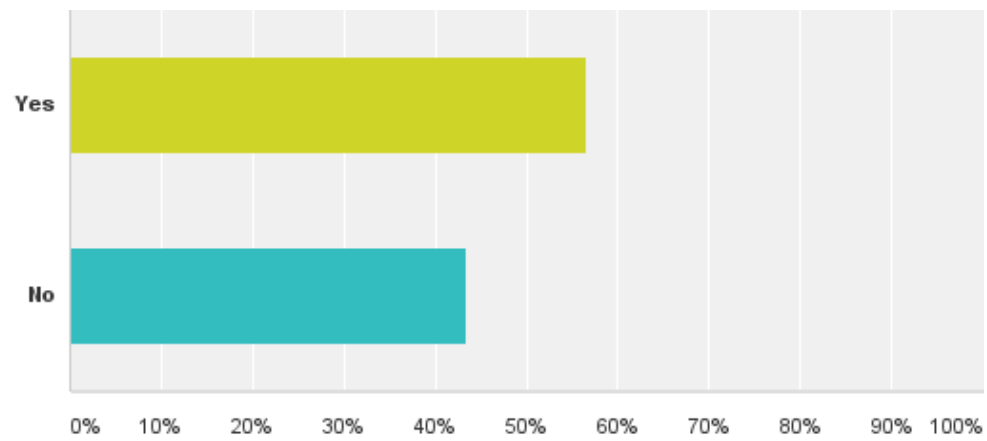
Q22: Are there Board term limits?

Answered: 203 Skipped: 17

Answer Choices	Responses	
Yes	21.18%	43
No	78.82%	160
Total		203

Q23: Does a Board member act as liaison to management or staff?

Answered: 203 Skipped: 17



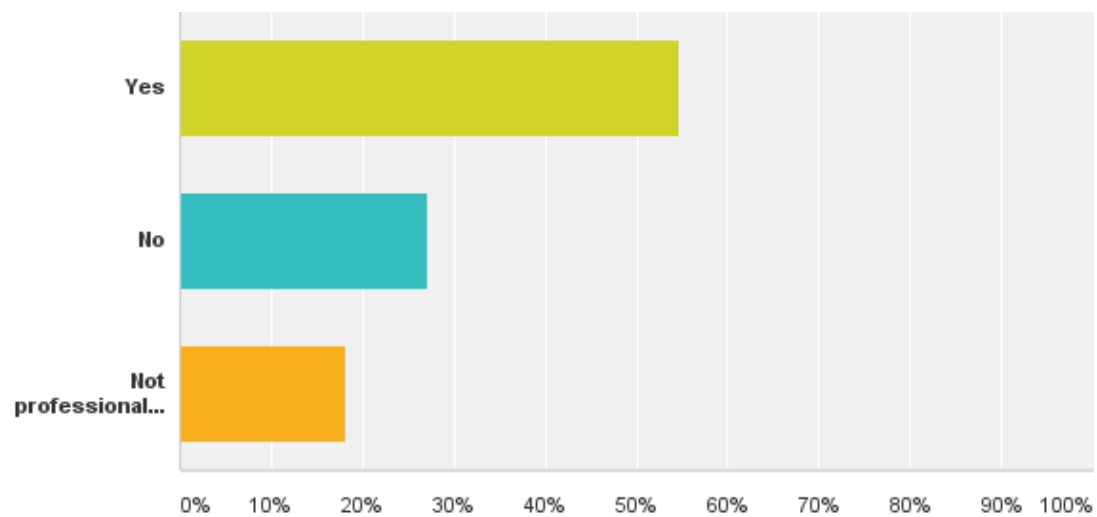
Q23: Does a Board member act as liaison to management or staff?

Answered: 203 Skipped: 17

Answer Choices	Responses	
Yes	56.65%	115
No	43.35%	88
Total		203

Q24: If the Association is professionally managed, does managing agent provide training for board members?

Answered: 203 Skipped: 17



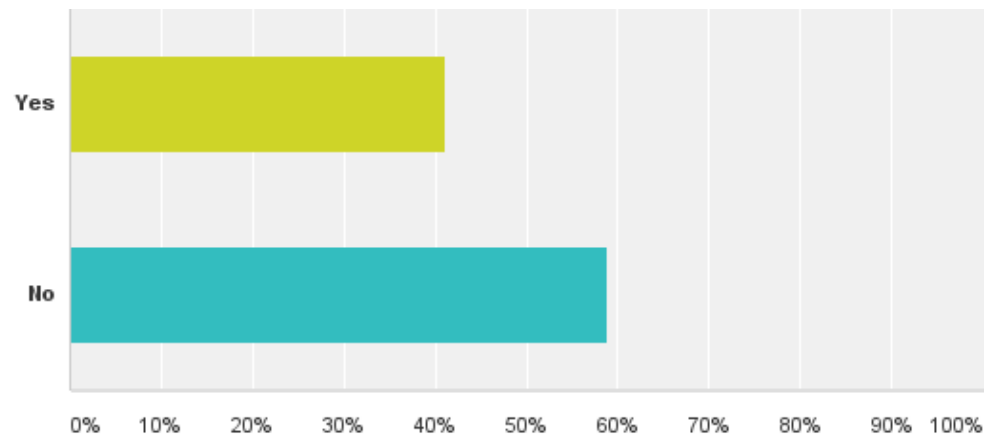
Q24: If the Association is professionally managed, does managing agent provide training for board members?

Answered: 203 Skipped: 17

Answer Choices	Responses	
Yes	54.68%	111
No	27.09%	55
Not professionally managed	18.23%	37
Total		203

Q25: Do Board members attend industry conferences?

Answered: 204 Skipped: 16



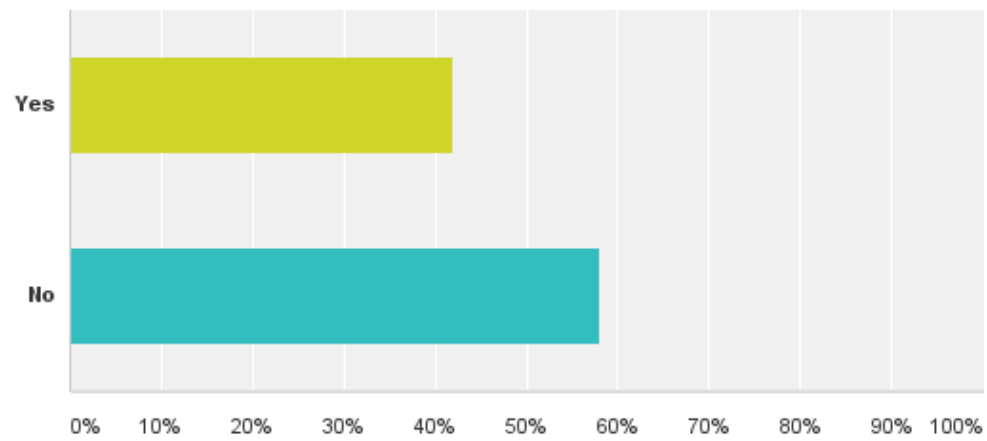
Q25: Do Board members attend industry conferences?

Answered: 204 Skipped: 16

Answer Choices	Responses	
Yes	41.18%	84
No	58.82%	120
Total		204

Q26: Is there an annual orientation for the Board?

Answered: 203 Skipped: 17



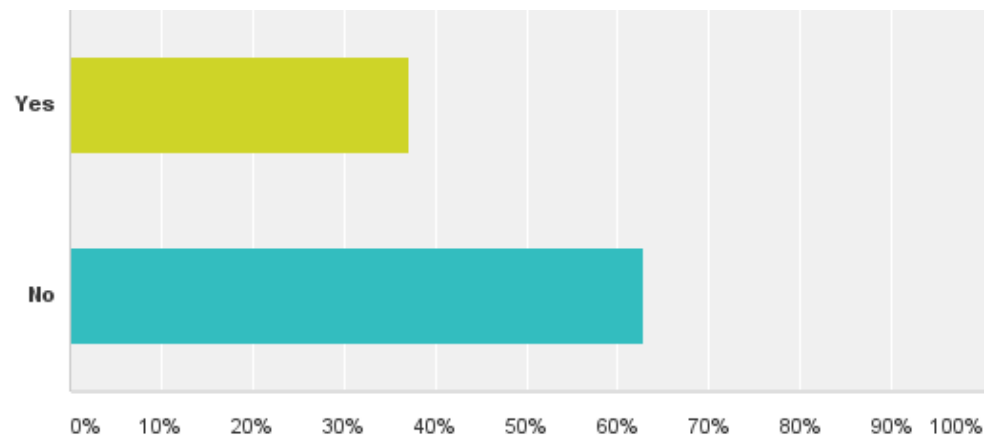
Q26: Is there an annual orientation for the Board?

Answered: 203 Skipped: 17

Answer Choices	Responses	
Yes	41.87%	85
No	58.13%	118
Total		203

Q28: Do the Board/Manager sign annual conflict of interest disclosure?

Answered: 202 Skipped: 18



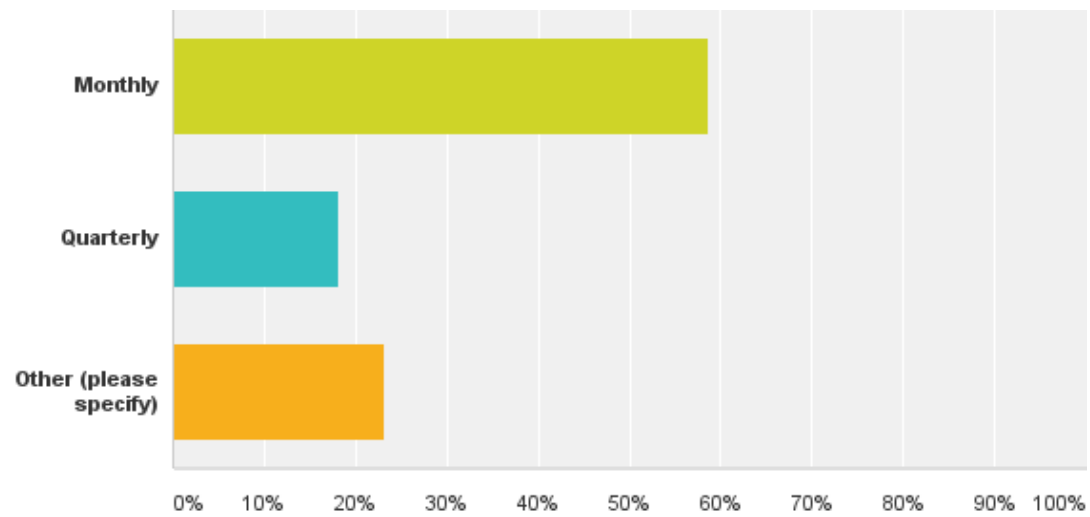
Q28: Do the Board/Manager sign annual conflict of interest disclosure?

Answered: 202 Skipped: 18

Answer Choices	Responses	
Yes	37.13%	75
No	62.87%	127
Total		202

Q29: How often does the Board meet?

Answered: 203 Skipped: 17



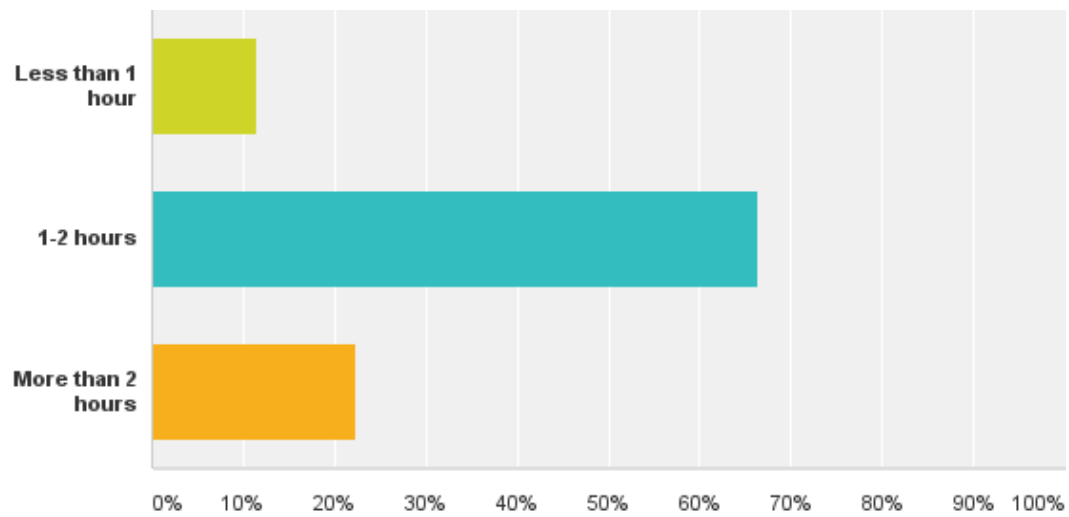
Q29: How often does the Board meet?

Answered: 203 Skipped: 17

Answer Choices	Responses	
Monthly	58.62%	119
Quarterly	18.23%	37
Other (please specify)	23.15%	47
Total		203

Q30: How long is typical Board meeting?

Answered: 202 Skipped: 18



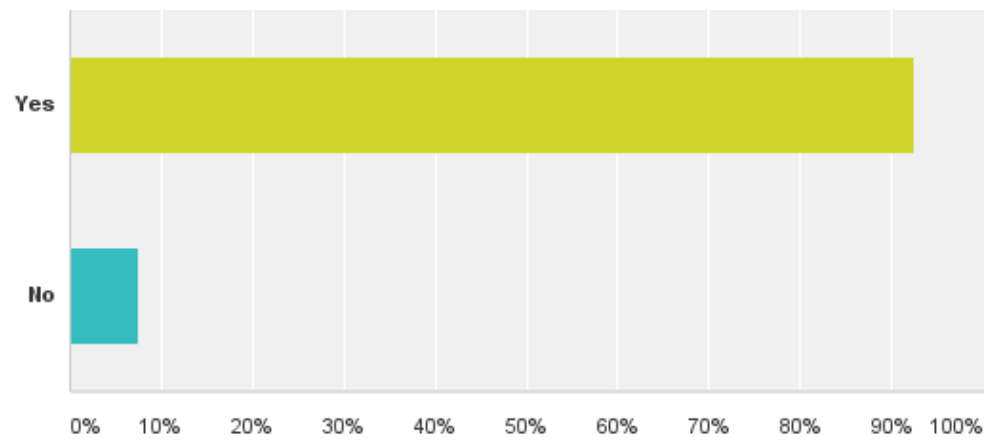
Q30: How long is typical Board meeting?

Answered: 202 Skipped: 18

Answer Choices	Responses	
Less than 1 hour	11.39%	23
1-2 hours	66.34%	134
More than 2 hours	22.28%	45
Total		202

Q31: Do you have Member Input time at Board meetings?

Answered: 200 Skipped: 20



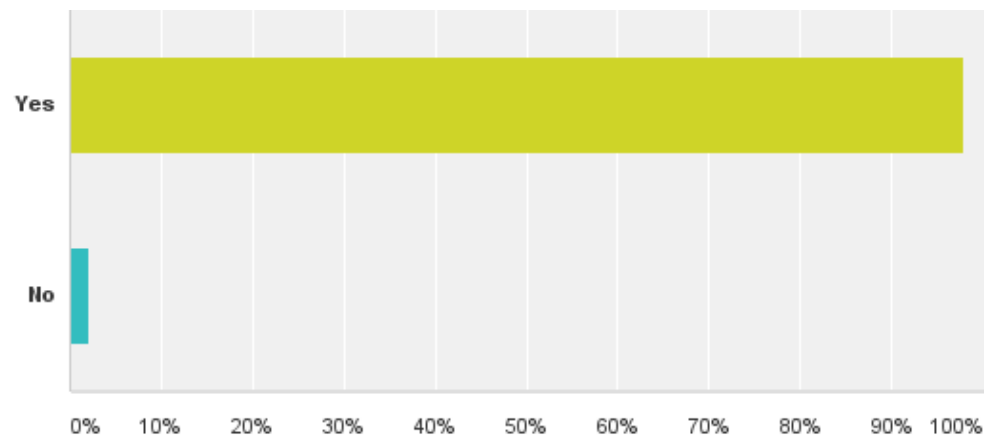
Q31: Do you have Member Input time at Board meetings?

Answered: 200 Skipped: 20

Answer Choices	Responses	
Yes	92.50%	185
No	7.50%	15
Total		200

Q33: Does the Association hold an Annual Membership Meeting?

Answered: 200 Skipped: 20



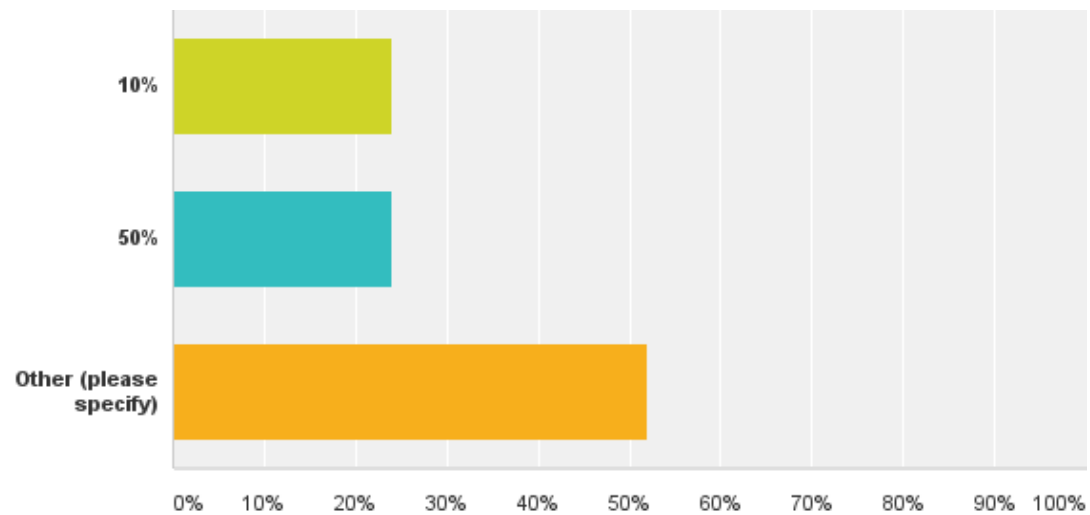
Q33: Does the Association hold an Annual Membership Meeting?

Answered: 200 Skipped: 20

Answer Choices	Responses	
Yes	98.00%	196
No	2.00%	4
Total		200

Q35: What is quorum requirement for the Annual Membership Meeting?

Answered: 200 Skipped: 20



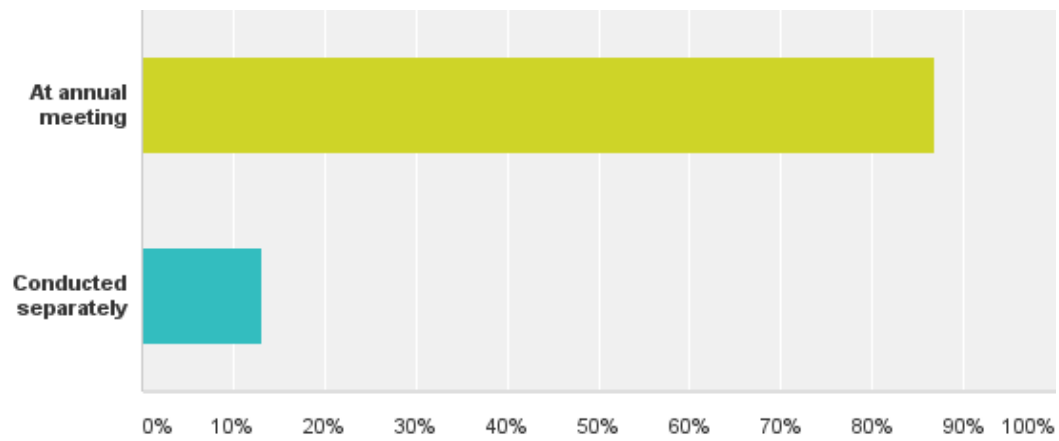
Q35: What is quorum requirement for the Annual Membership Meeting?

Answered: 200 Skipped: 20

Answer Choices	Responses	
10%	24.00%	48
50%	24.00%	48
Other (please specify)	52.00%	104
Total		200

Q36: Are board elections held at the Annual Meeting or conducted separately?

Answered: 199 Skipped: 21



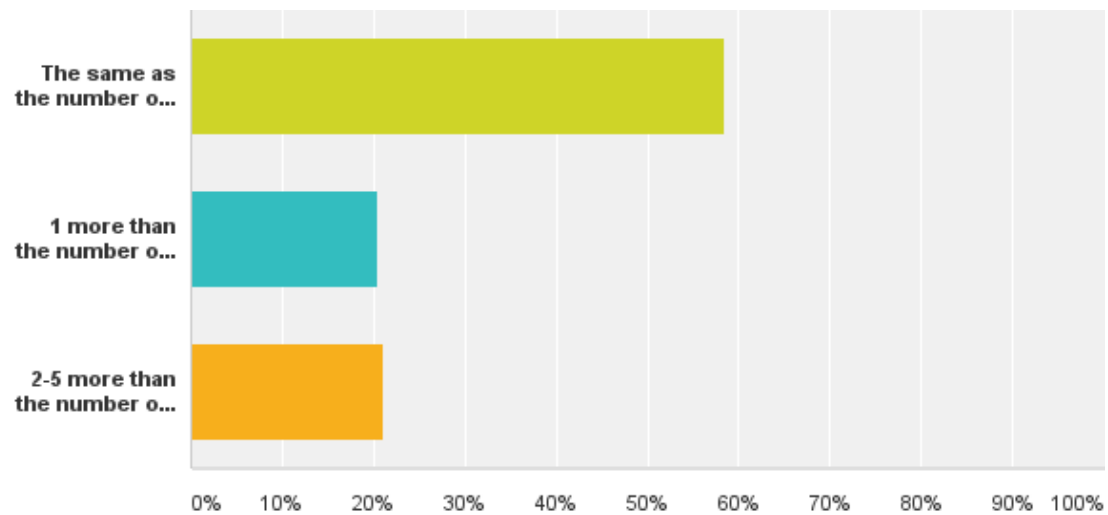
Q36: Are board elections held at the Annual Meeting or conducted separately?

Answered: 199 Skipped: 21

Answer Choices	Responses	
At annual meeting	86.93%	173
Conducted separately	13.07%	26
Total		199

Q37: How many candidates do you typically have for the board election?

Answered: 200 Skipped: 20



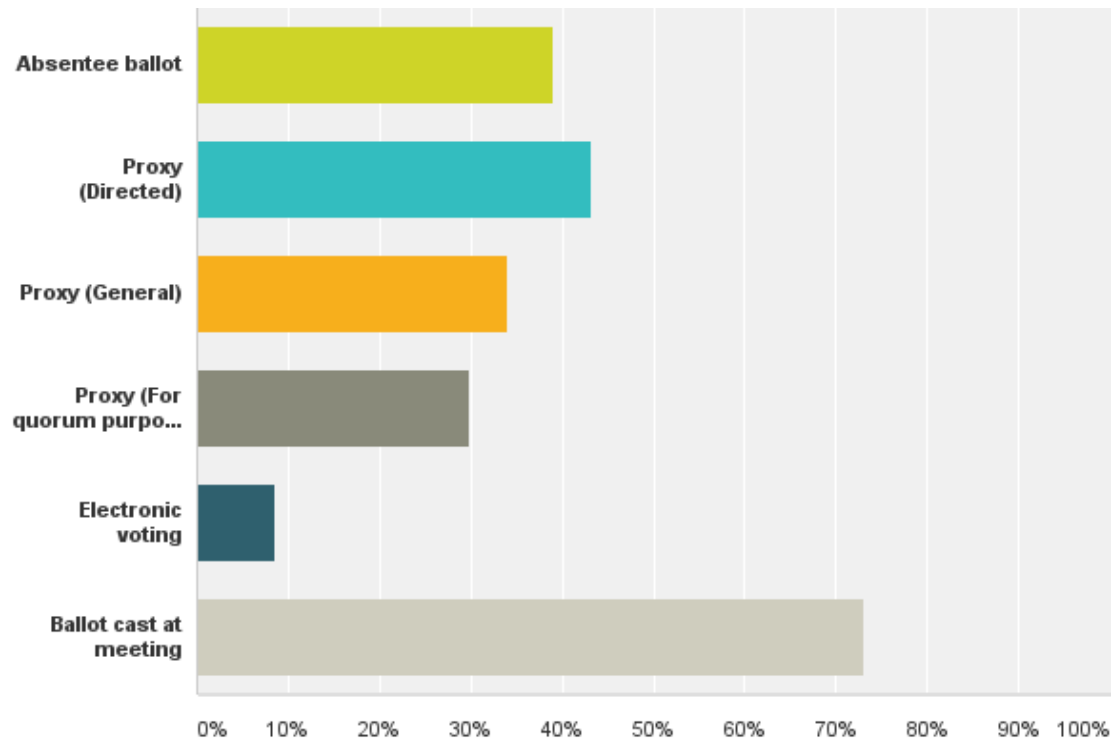
Q37: How many candidates do you typically have for the board election?

Answered: 200 Skipped: 20

Answer Choices	Responses	
The same as the number of open positions	58.50%	117
1 more than the number of positions	20.50%	41
2-5 more than the number of positions	21.00%	42
Total		200

Q38: What method is used for board election? (Select all that apply)

Answered: 197 Skipped: 23



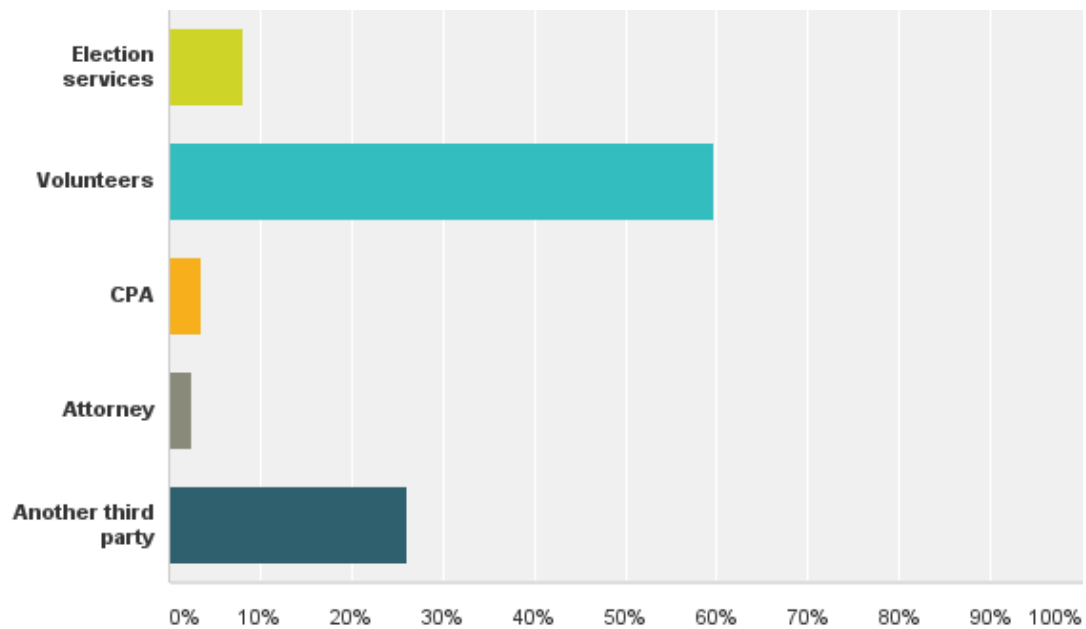
Q38: What method is used for board election? (Select all that apply)

Answered: 197 Skipped: 23

Answer Choices	Responses	
Absentee ballot	39.09%	77
Proxy (Directed)	43.15%	85
Proxy (General)	34.01%	67
Proxy (For quorum purposes only)	29.95%	59
Electronic voting	8.63%	17
Ballot cast at meeting	73.10%	144
Total Respondents: 197		

Q39: Who counts the ballots?

Answered: 199 Skipped: 21



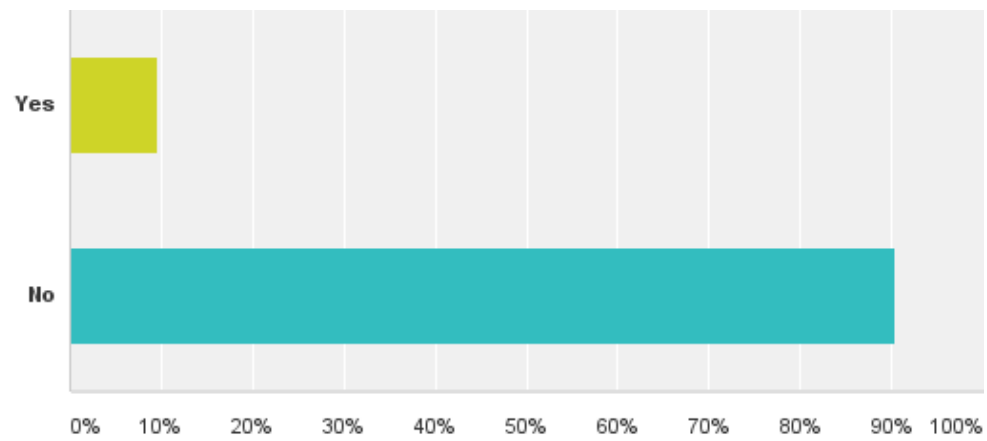
Q39: Who counts the ballots?

Answered: 199 Skipped: 21

Answer Choices	Responses	
Election services	8.04%	16
Volunteers	59.80%	119
CPA	3.52%	7
Attorney	2.51%	5
Another third party	26.13%	52
Total		199

Q40: Have your board elections ever been contested?

Answered: 198 Skipped: 22



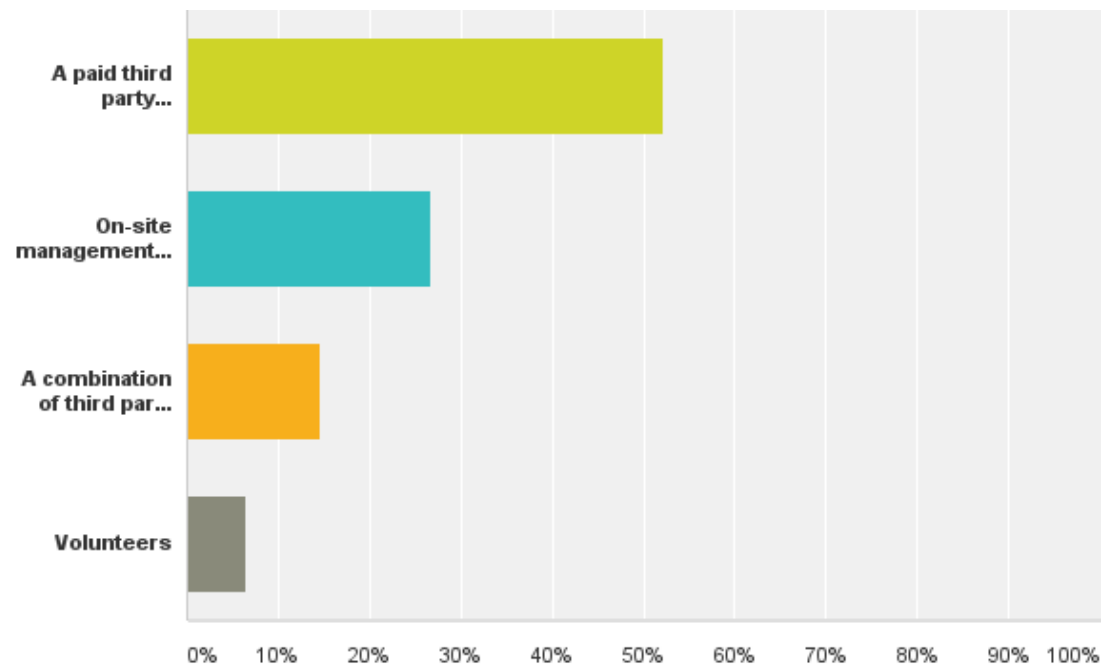
Q40: Have your board elections ever been contested?

Answered: 198 Skipped: 22

Answer Choices	Responses	
Yes	9.60%	19
No	90.40%	179
Total		198

Q41: Who manages this Association?

Answered: 199 Skipped: 21



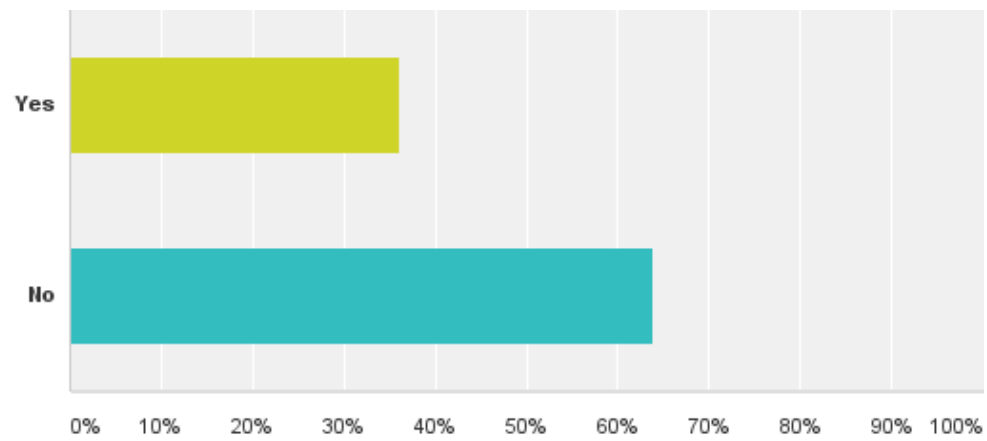
Q41: Who manages this Association?

Answered: 199 Skipped: 21

Answer Choices	Responses	
A paid third party management company	52.26%	104
On-site management staff	26.63%	53
A combination of third party management with on-site staff	14.57%	29
Volunteers	6.53%	13
Total		199

Q42: Does the management company have staff on site in the community?

Answered: 133 Skipped: 87



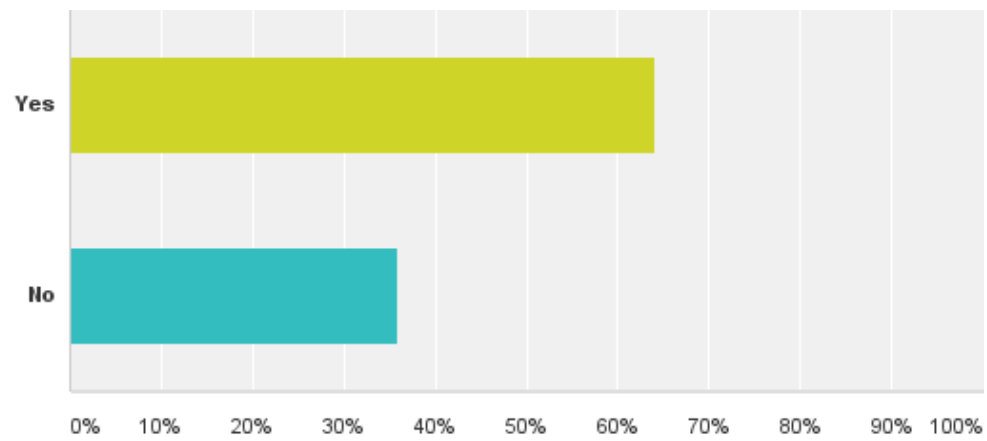
Q42: Does the management company have staff on site in the community?

Answered: 133 Skipped: 87

Answer Choices	Responses	
Yes	36.09%	48
No	63.91%	85
Total		133

Q43: Are management staff AAMC?

Answered: 120 Skipped: 100



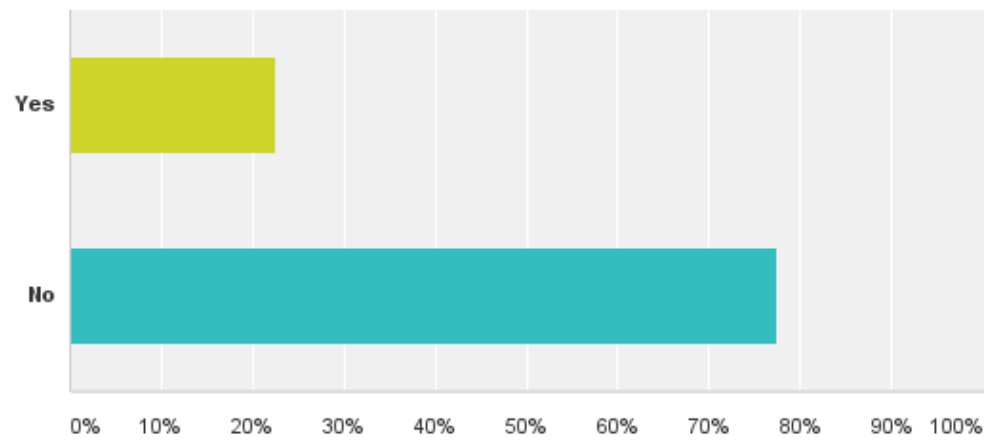
Q43: Are management staff AAMC?

Answered: 120 Skipped: 100

Answer Choices	Responses	
Yes	64.17%	77
No	35.83%	43
Total		120

Q44: Is this a national management company with local presence?

Answered: 129 Skipped: 91



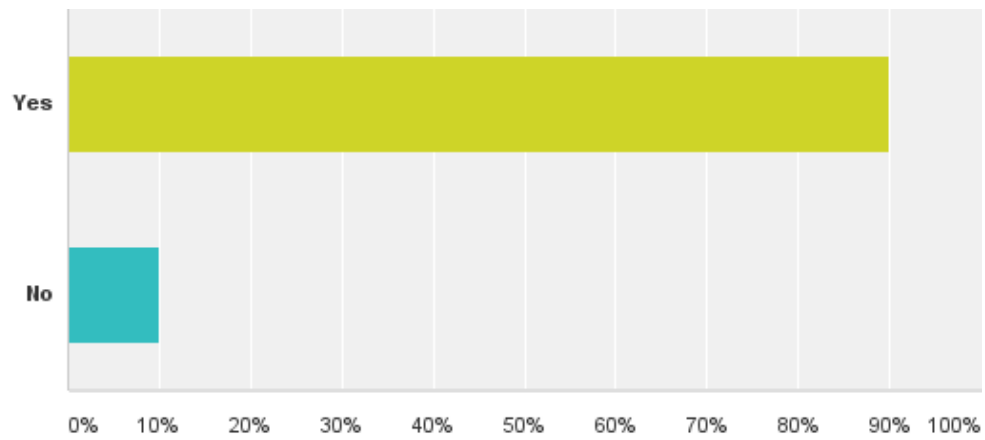
Q44: Is this a national management company with local presence?

Answered: 129 Skipped: 91

Answer Choices	Responses	
Yes	22.48%	29
No	77.52%	100
Total		129

Q45 Is this a local management company?

Answered: 130 Skipped: 90



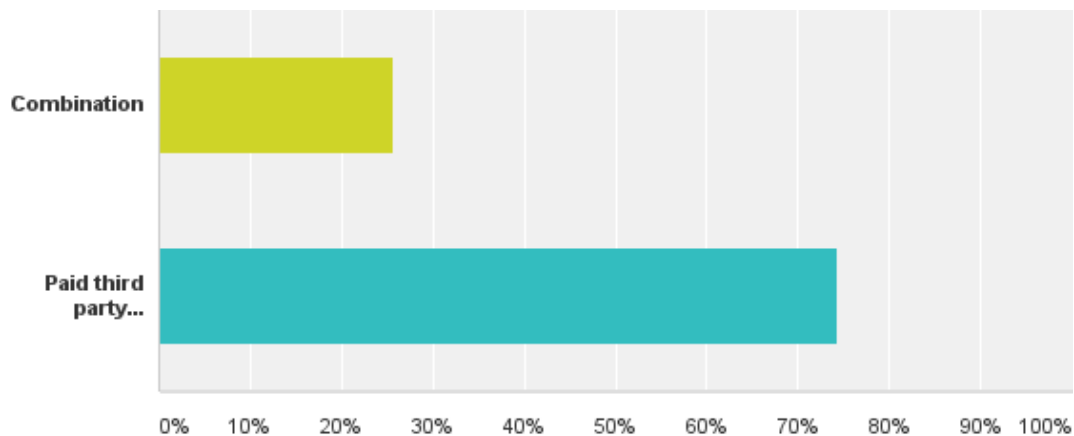
Q45: Is this a local management company?

Answered: 130 Skipped: 90

Answer Choices	Responses	
Yes	90.00%	117
No	10.00%	13
Total		130

Q47: If the Association is managed by management company and on-site staff (both), select "Combination."

Answered: 128 Skipped: 92



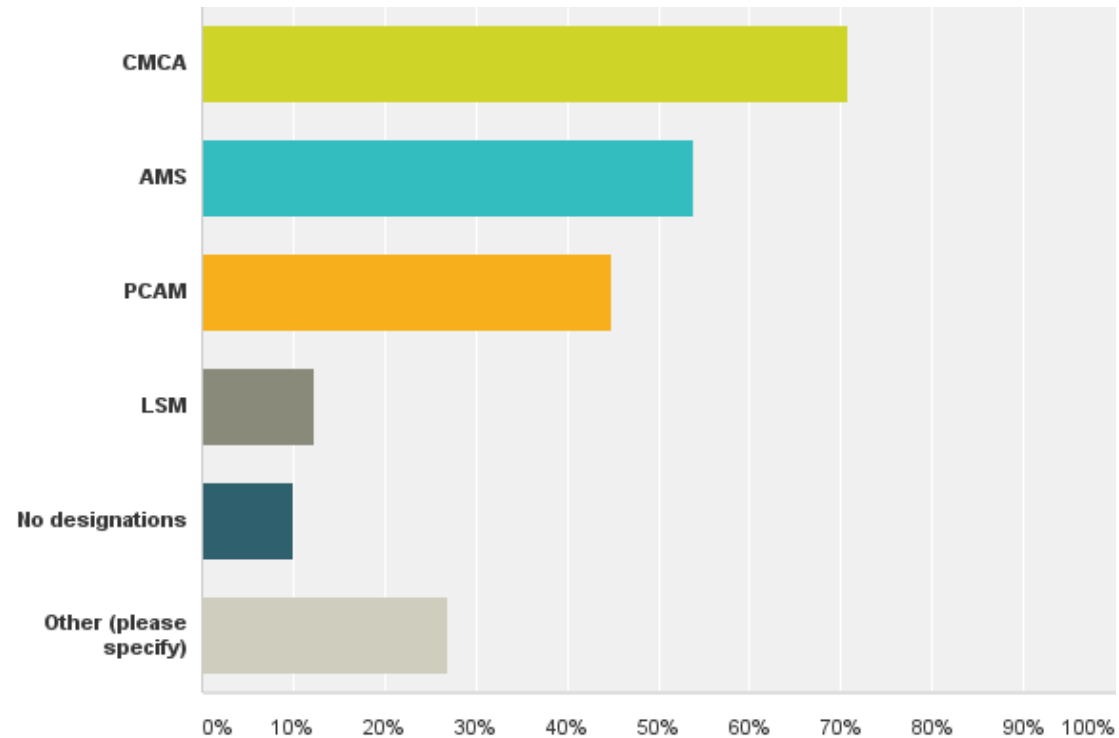
Q47: If the Association is managed by management company and on-site staff (both), select "Combination."

Answered: 128 Skipped: 92

Answer Choices	Responses	
Combination	25.78%	33
Paid third party management alone	74.22%	95
Total		128

Q48: Does the Manager have professional certification designations? (Select all that apply)

Answered: 89 Skipped: 131



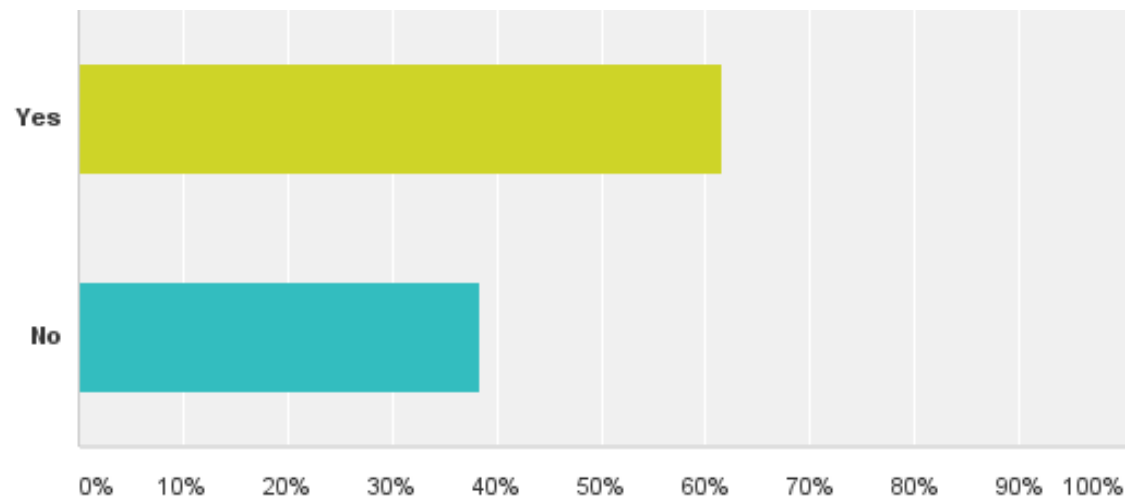
Q48: Does the Manager have professional certification designations? (Select all that apply)

Answered: 89 Skipped: 131

Answer Choices	Responses	
CMCA	70.79%	63
AMS	53.93%	48
PCAM	44.94%	40
LSM	12.36%	11
No designations	10.11%	9
Other (please specify)	26.97%	24
Total Respondents: 89		

Q49: Are Association volunteers active with the local CAI chapter?

Answered: 13 Skipped: 207



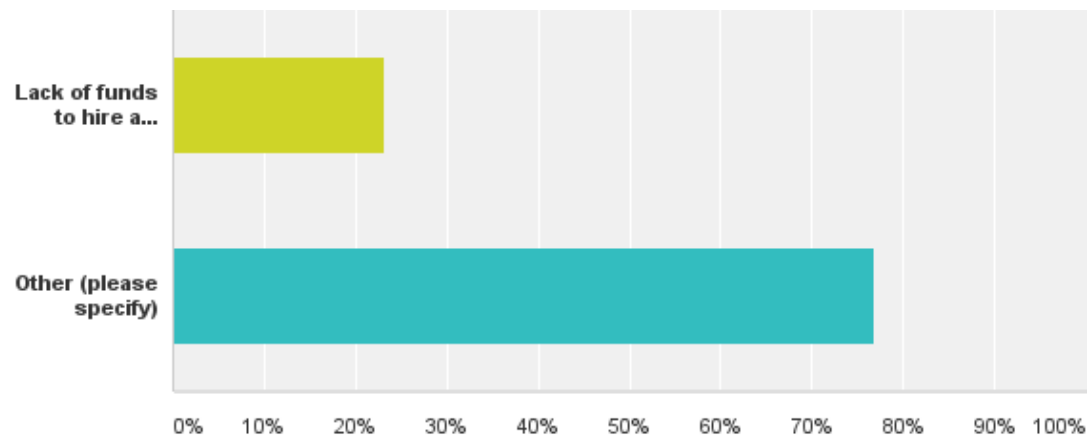
Q49: Are Association volunteers active with the local CAI chapter?

Answered: 13 Skipped: 207

Answer Choices	Responses	
Yes	61.54%	8
No	38.46%	5
Total		13

Q51: If the Association is managed by volunteers, why?

Answered: 13 Skipped: 207



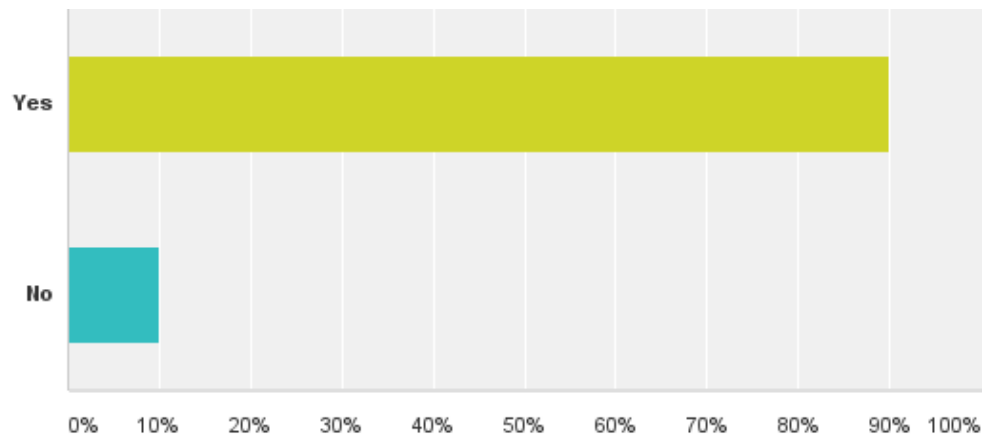
Q51: If the Association managed by volunteers, why?

Answered: 13 Skipped: 207

Answer Choices	Responses	
Lack of funds to hire a manager or management company	23.08%	3
Other (please specify)	76.92%	10
Total		13

Q53: Does the Association have a reserve study?

Answered: 199 Skipped: 21



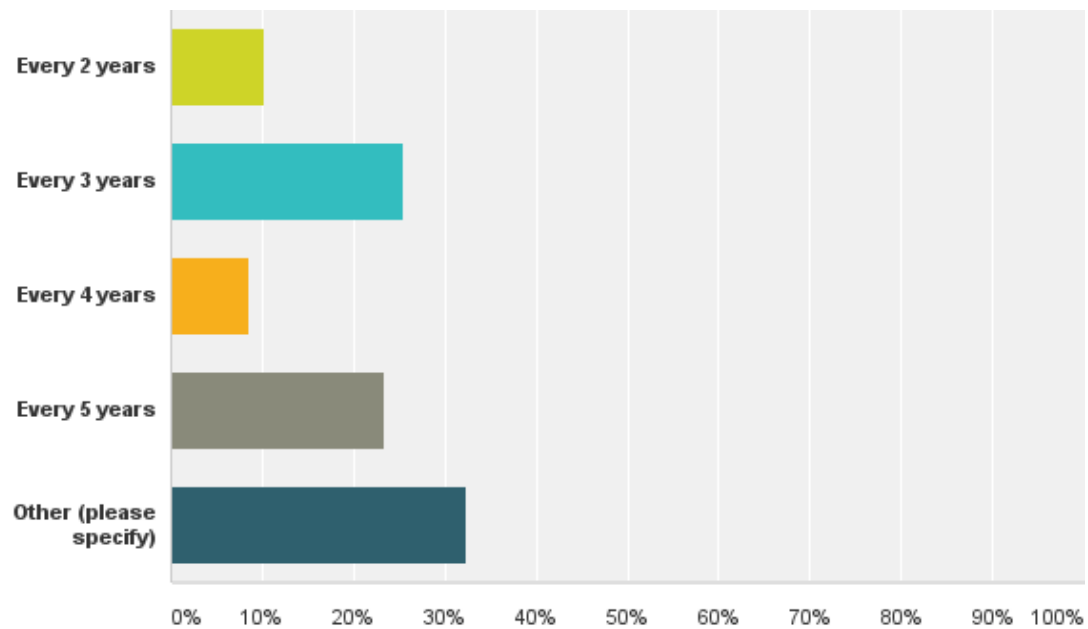
Q53: Does the Association have a reserve study?

Answered: 199 Skipped: 21

Answer Choices	Responses	
Yes	89.95%	179
No	10.05%	20
Total		199

Q55: How often do you update your reserves?

Answered: 176 Skipped: 44



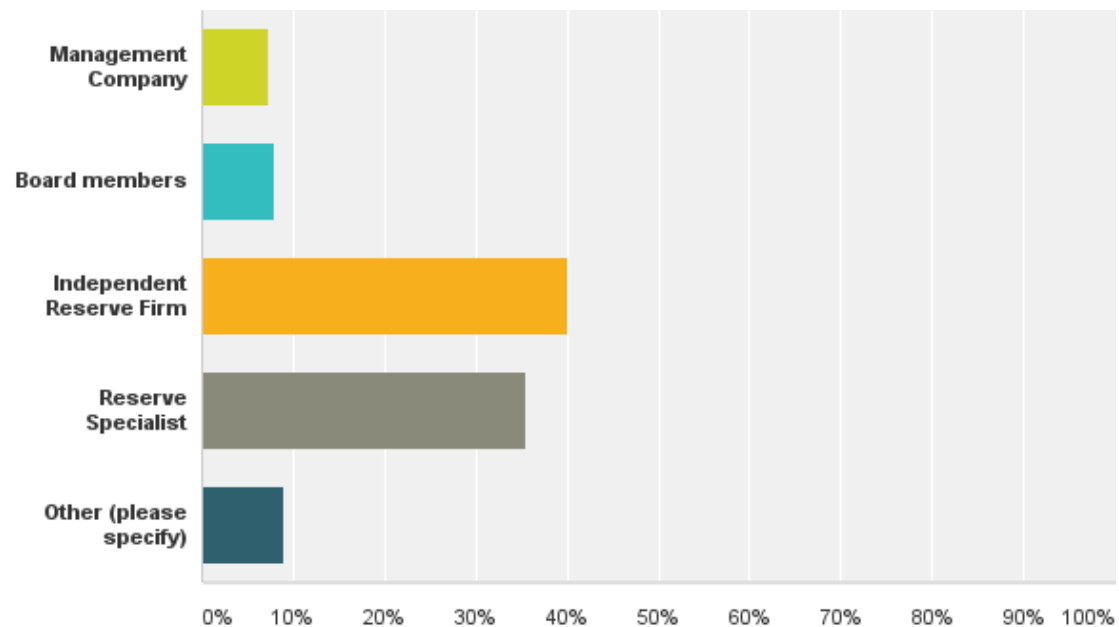
Q55: How often do you update your reserves?

Answered: 176 Skipped: 44

Answer Choices	Responses	
Every 2 years	10.23%	18
Every 3 years	25.57%	45
Every 4 years	8.52%	15
Every 5 years	23.30%	41
Other (please specify)	32.39%	57
Total		176

Q56: Who performs your capital reserve review/update?

Answered: 177 Skipped: 43



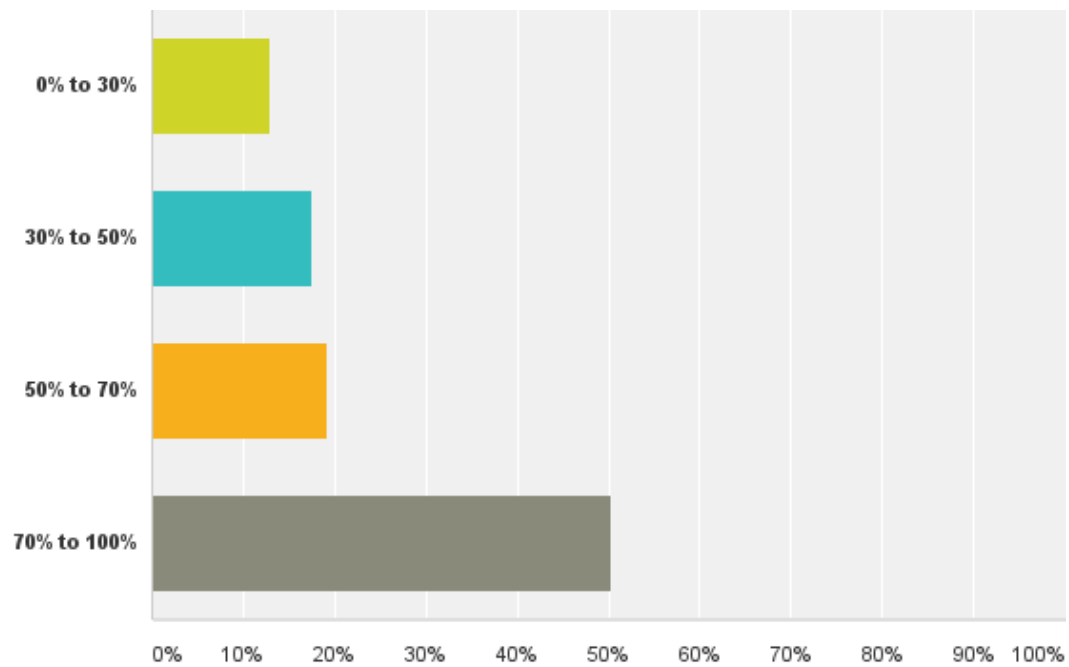
Q56: Who performs your capital reserve review/update?

Answered: 177 Skipped: 43

Answer Choices	Responses	
Management Company	7.34%	13
Board members	7.91%	14
Independent Reserve Firm	40.11%	71
Reserve Specialist	35.59%	63
Other (please specify)	9.04%	16
Total		177

Q57: What percent funded is your Association?

Answered: 171 Skipped: 49



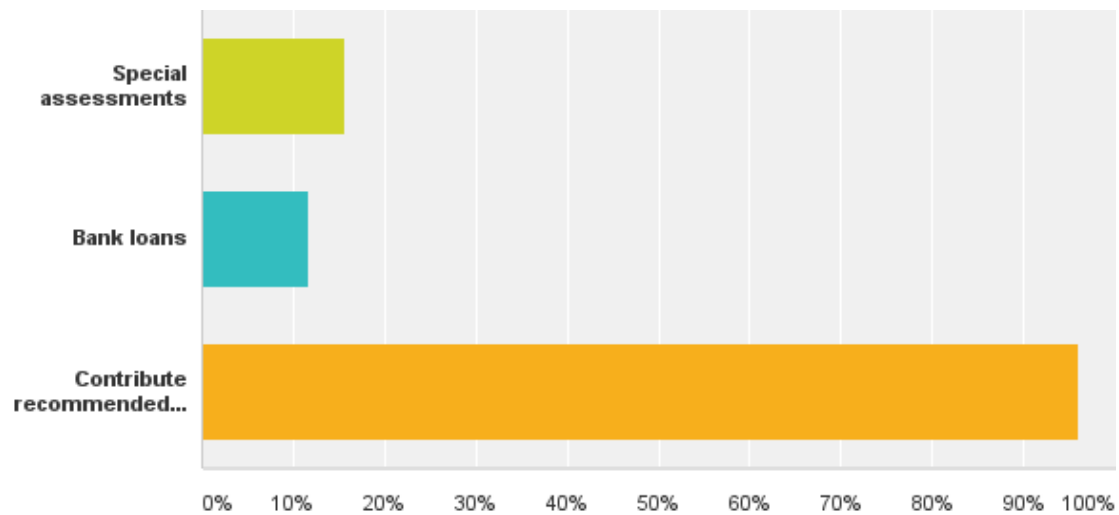
Q57: What percent funded is your Association?

Answered: 171 Skipped: 49

Answer Choices	Responses	
0% to 30%	12.87%	22
30% to 50%	17.54%	30
50% to 70%	19.30%	33
70% to 100%	50.29%	86
Total		171

Q58: How does the Association fund capital replacements? (Select all that apply)

Answered: 172 Skipped: 48



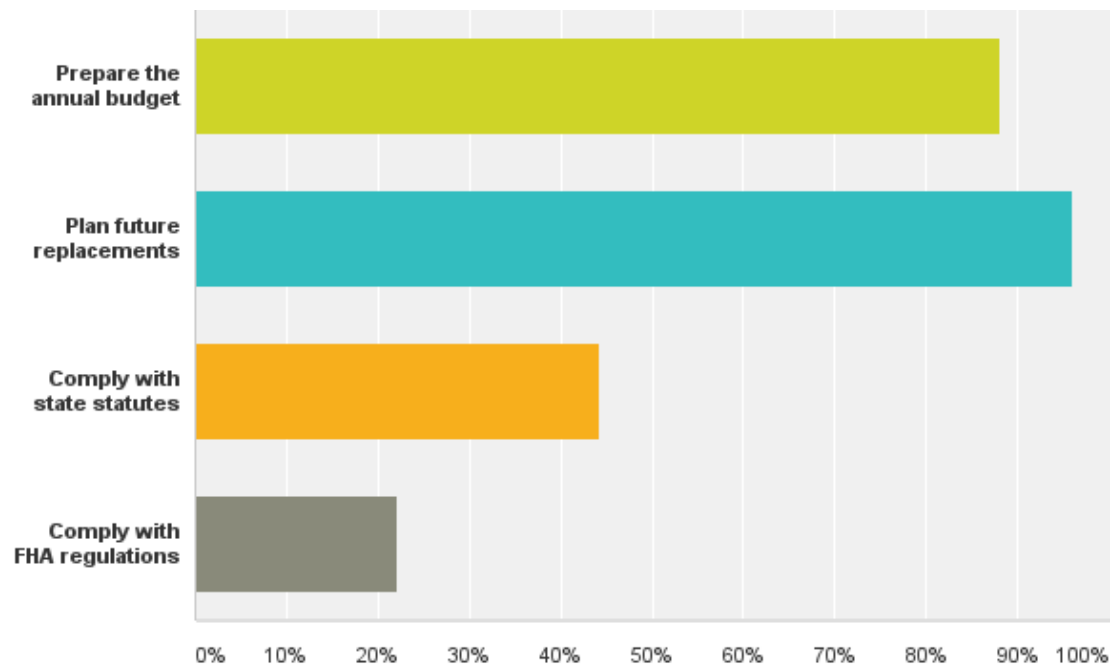
Q58: How does the Association fund capital replacements? (Select all that apply)

Answered: 172 Skipped: 48

Answer Choices	Responses	
Special assessments	15.70%	27
Bank loans	11.63%	20
Contribute recommended reserve contribution amounts	95.93%	165
Total Respondents: 172		

Q59: How does the Association use its reserve study? (Select all that apply)

Answered: 176 Skipped: 44



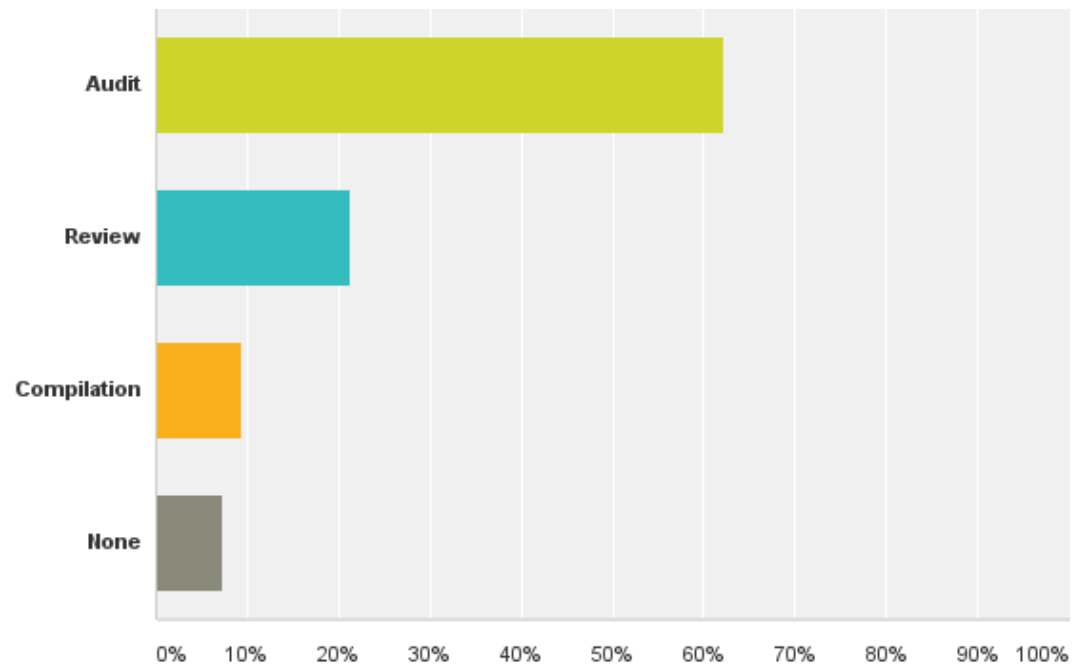
Q59: How does the Association use its reserve study?(Select all that apply)

Answered: 176 Skipped: 44

Answer Choices	Responses	
Prepare the annual budget	88.07%	155
Plan future replacements	96.02%	169
Comply with state statutes	44.32%	78
Comply with FHA regulations	22.16%	39
Total Respondents: 176		

Q60: What type of financial statement services are performed on annual basis?

Answered: 193 Skipped: 27



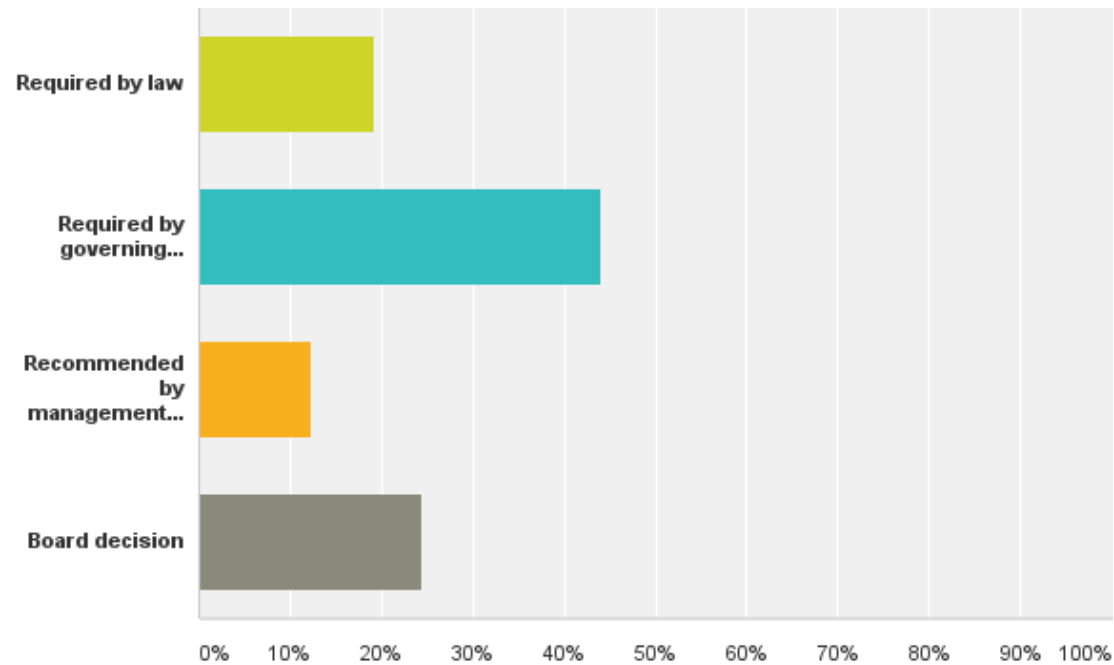
Q60: What type of financial statement services are performed on annual basis?

Answered: 193 Skipped: 27

Answer Choices	Responses	
Audit	62.18%	120
Review	21.24%	41
Compilation	9.33%	18
None	7.25%	14
Total		193

Q61: What is the reason for performing annual financial statements?

Answered: 188 Skipped: 32



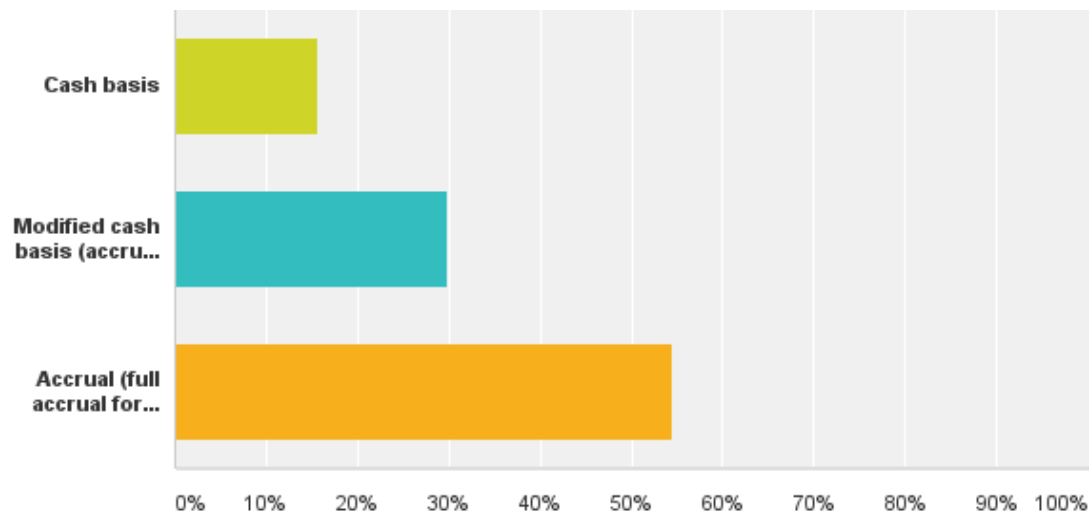
Q61: What is the reason for performing annual financial statements?

Answered: 188 Skipped: 32

Answer Choices	Responses	
Required by law	19.15%	36
Required by governing documents	44.15%	83
Recommended by management company	12.23%	23
Board decision	24.47%	46
Total		188

Q62: How are your financial statements prepared?

Answered: 191 Skipped: 29



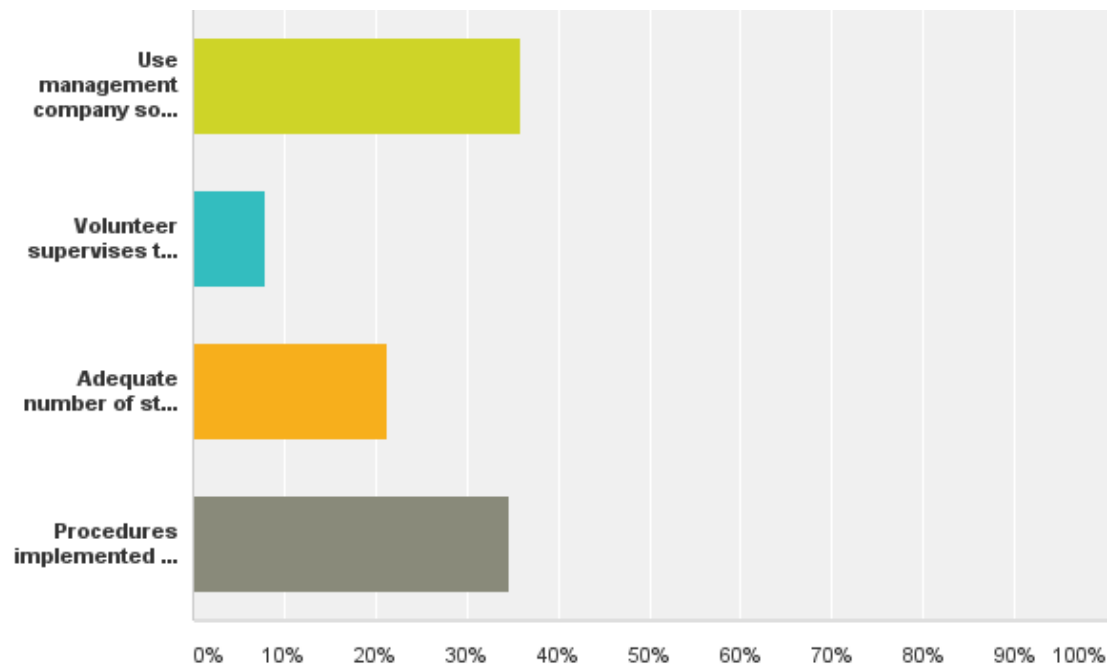
Q62: How are your financial statements prepared?

Answered: 191 Skipped: 29

Answer Choices	Responses	
Cash basis	15.71%	30
Modified cash basis (accrual for assessments receivable, cash for payables)	29.84%	57
Accrual (full accrual for both receivables and payables)	54.45%	104
Total		191

Q63: What internal controls are in place?

Answered: 187 Skipped: 33



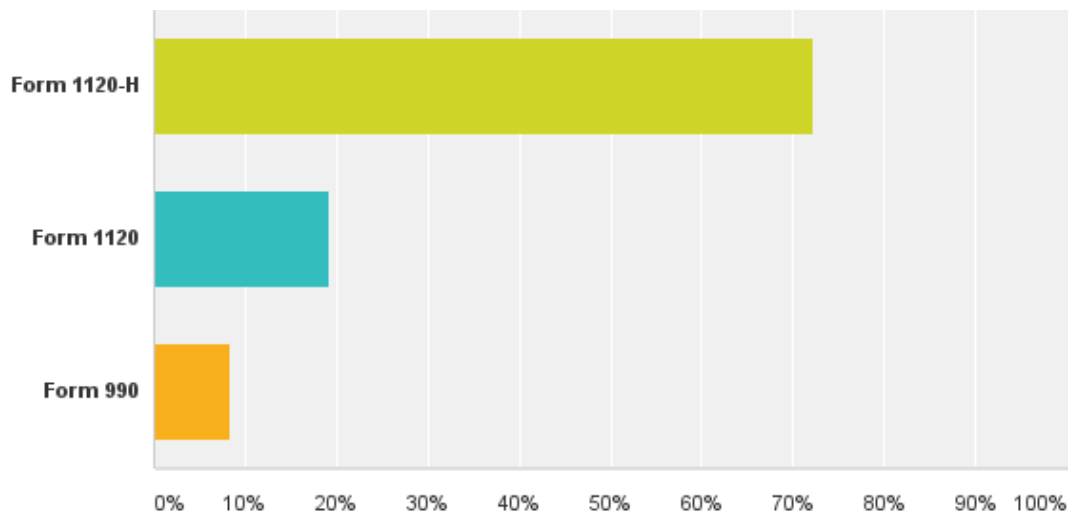
Q63: What internal controls are in place?

Answered: 187 Skipped: 33

Answer Choices	Responses	
Use management company so internal controls not considered	35.83%	67
Volunteer supervises the activity of management	8.02%	15
Adequate number of staff to assure segregation of duties	21.39%	40
Procedures implemented to cross check procedures performed	34.76%	65
Total		187

Q64: What federal income tax form does the Association file?

Answered: 166 Skipped: 54



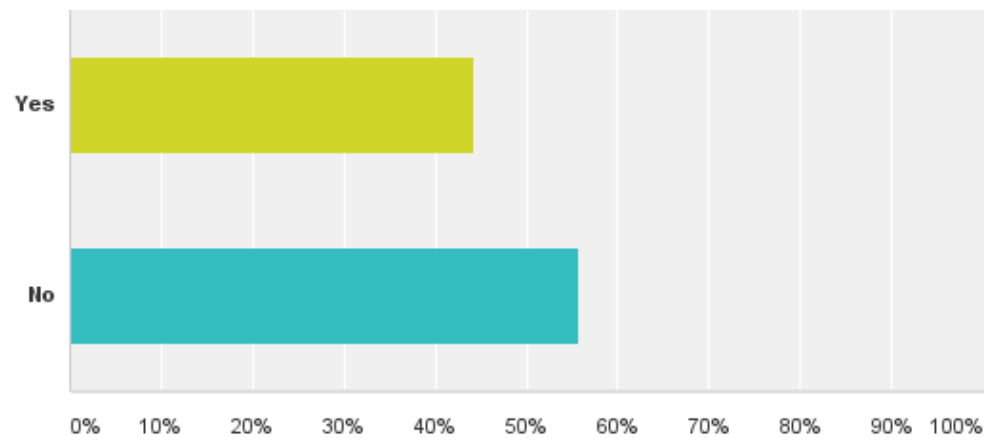
Q64: What federal income tax form does the Association file?

Answered: 166 Skipped: 54

Answer Choices	Responses	
Form 1120-H	72.29%	120
Form 1120	19.28%	32
Form 990	8.43%	14
Total		166

Q65: Does the Association have a Finance Committee?

Answered: 190 Skipped: 30



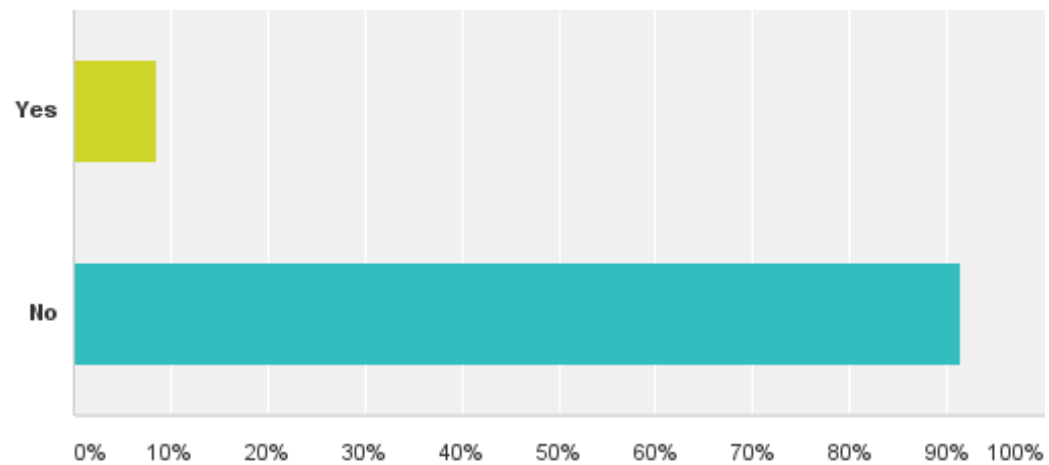
Q65: Does the Association have a Finance Committee?

Answered: 190 Skipped: 30

Answer Choices	Responses	
Yes	44.21%	84
No	55.79%	106
Total		190

Q66: Does the Association have an Audit Committee?

Answered: 188 Skipped: 32



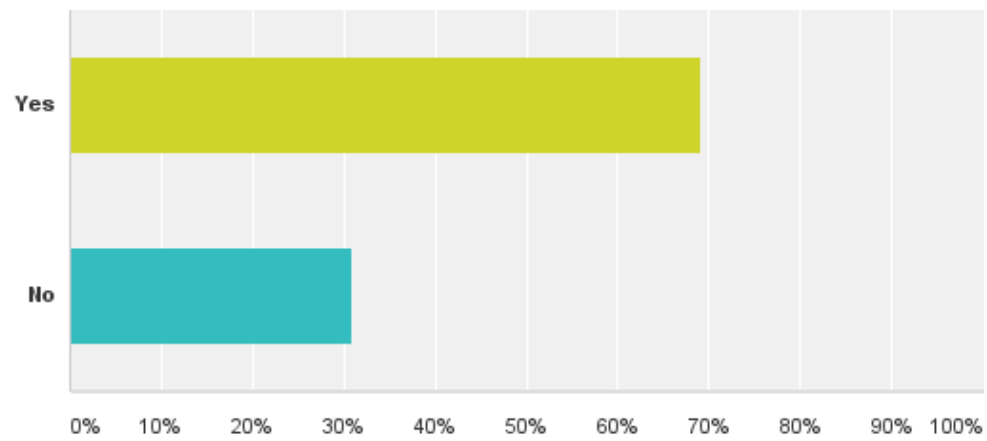
Q66: Does the Association have an Audit Committee?

Answered: 188 Skipped: 32

Answer Choices	Responses	
Yes	8.51%	16
No	91.49%	172
Total		188

Q67: Do your Finance or Audit Committees select the auditor?

Answered: 184 Skipped: 36



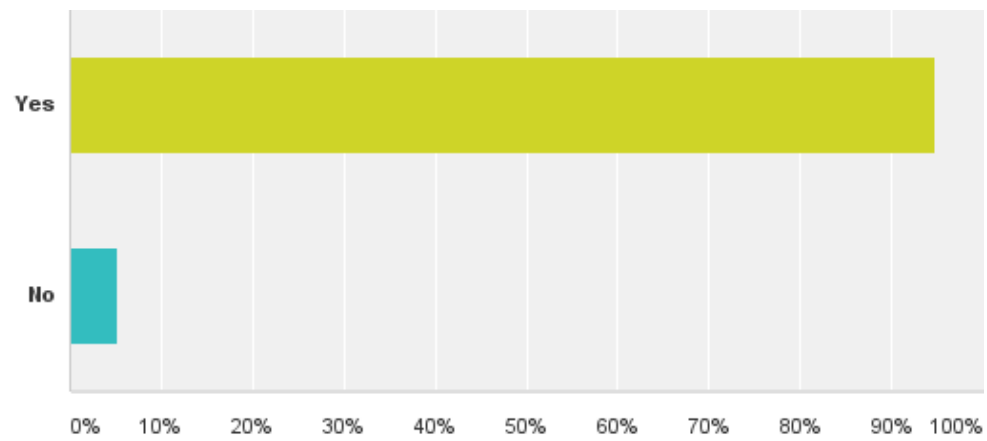
Q67: Do your Finance or Audit Committees select the auditor?

Answered: 184 Skipped: 36

Answer Choices	Responses	
Yes	69.02%	127
No	30.98%	57
Total		184

Q68: Are monthly financial statements reviewed?

Answered: 188 Skipped: 32



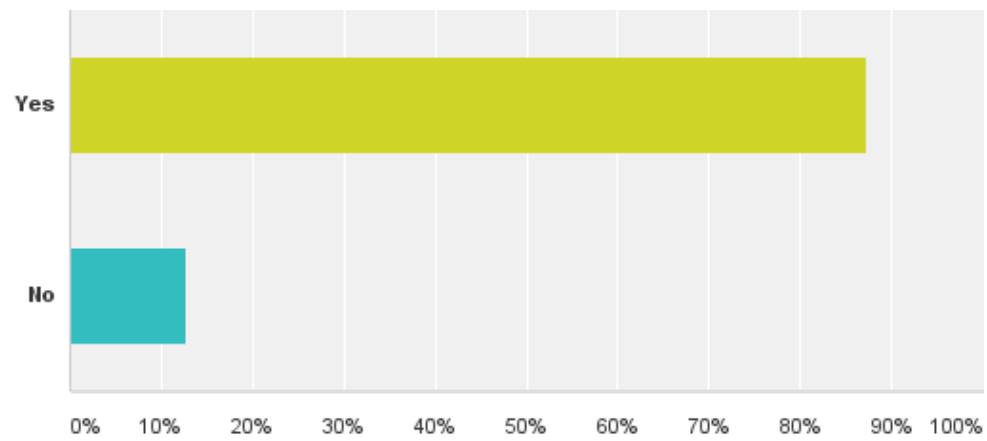
Q68: Are monthly financial statements reviewed?

Answered: 188 Skipped: 32

Answer Choices	Responses	
Yes	94.68%	178
No	5.32%	10
Total		188

Q69: Are monthly bank reconciliations reviewed?

Answered: 187 Skipped: 33



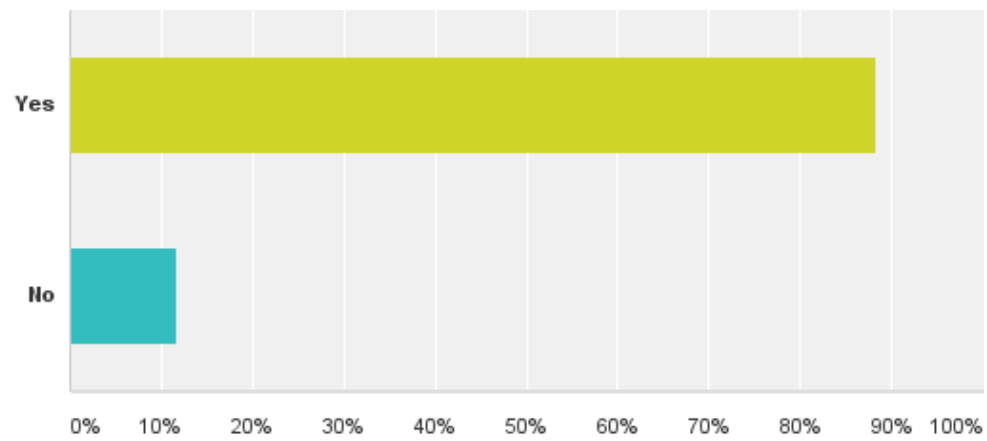
Q69: Are monthly bank reconciliations reviewed?

Answered: 187 Skipped: 33

Answer Choices	Responses	
Yes	87.17%	163
No	12.83%	24
Total		187

Q70: Are monthly bank statements reviewed?

Answered: 188 Skipped: 32



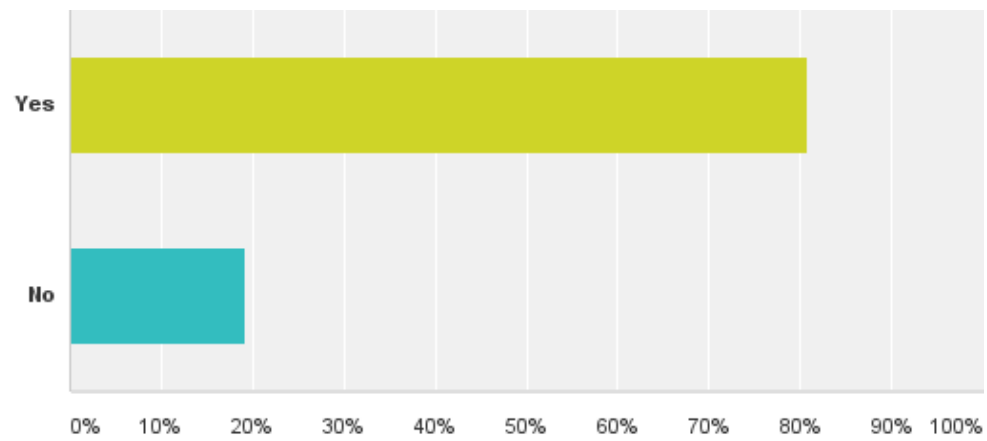
Q70: Are monthly bank statements reviewed?

Answered: 188 Skipped: 32

Answer Choices	Responses	
Yes	88.30%	166
No	11.70%	22
Total		188

Q71: Are general journal entries reviewed?

Answered: 188 Skipped: 32



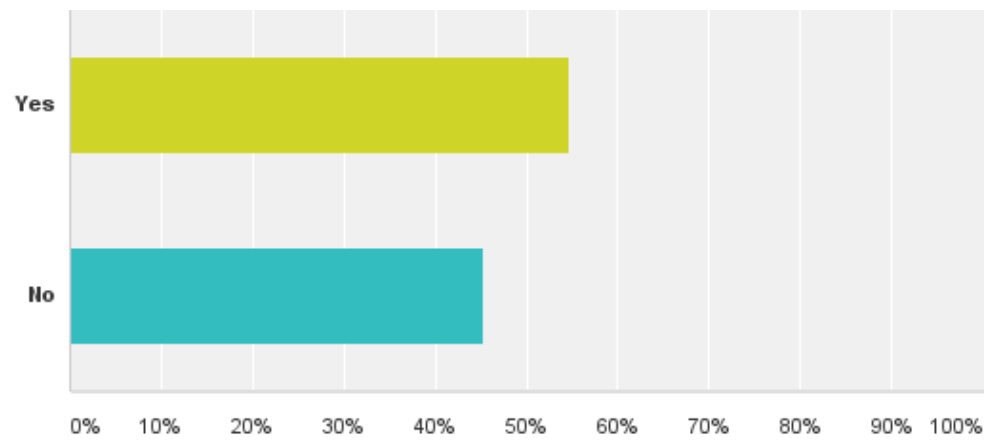
Q71: Are general journal entries reviewed?

Answered: 188 Skipped: 32

Answer Choices	Responses	
Yes	80.85%	152
No	19.15%	36
Total		188

Q72: Does the Association have an investment policy?

Answered: 185 Skipped: 35



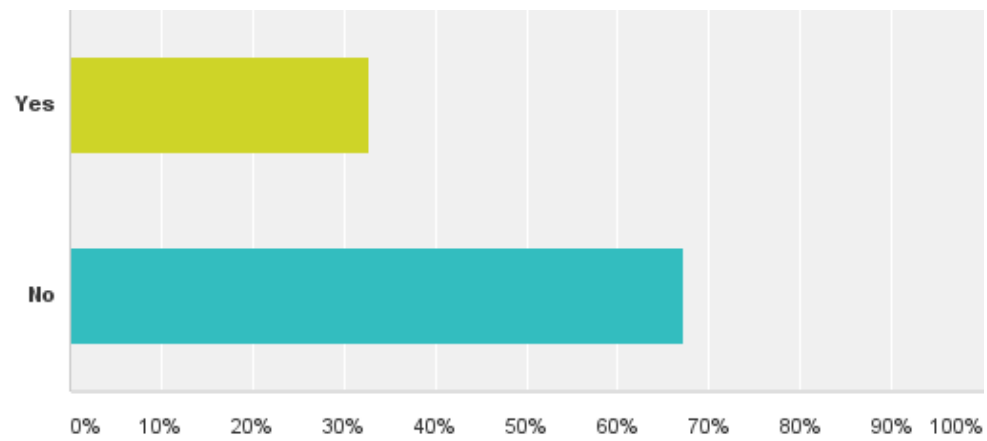
Q72: Does the Association have an investment policy?

Answered: 185 Skipped: 35

Answer Choices	Responses	
Yes	54.59%	101
No	45.41%	84
Total		185

Q73: Does the Association have capitalization policy?

Answered: 186 Skipped: 34



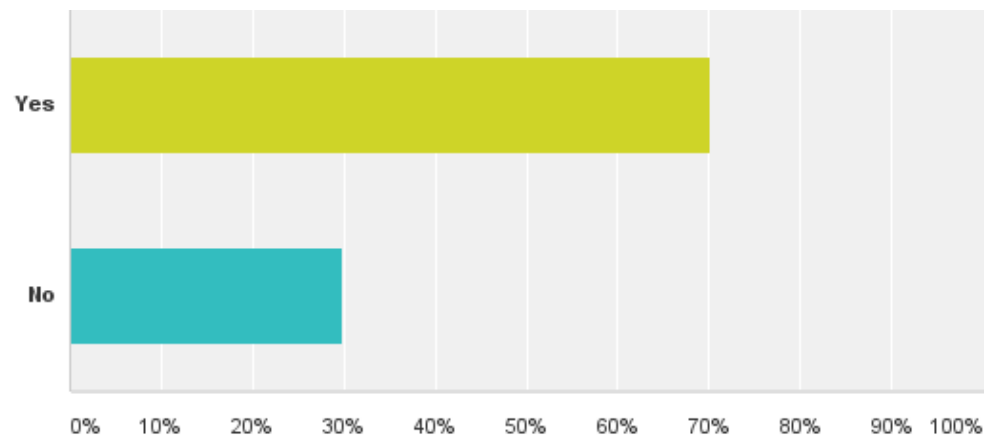
Q73: Does the Association have a capitalization policy?

Answered: 186 Skipped: 34

Answer Choices	Responses	
Yes	32.80%	61
No	67.20%	125
Total		186

Q74: Does the Association have a reserve policy?

Answered: 187 Skipped: 33



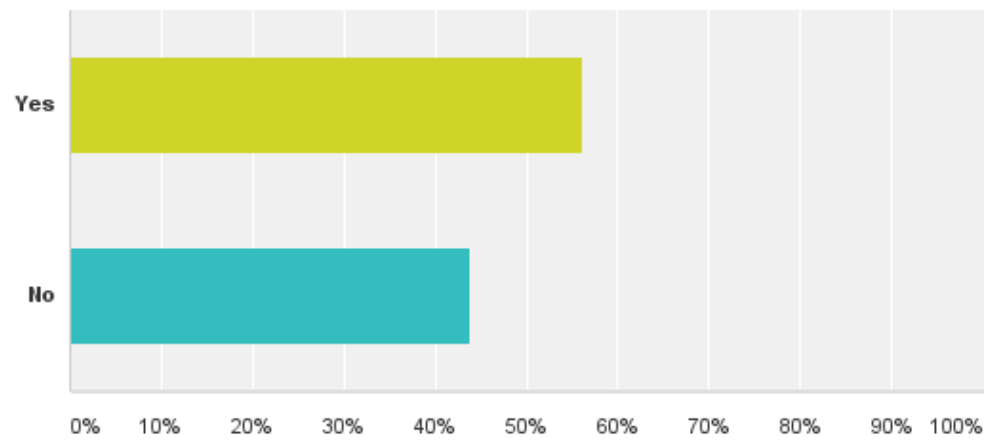
Q74: Does the Association have a reserve policy?

Answered: 187 Skipped: 33

Answer Choices	Responses	
Yes	70.05%	131
No	29.95%	56
Total		187

Q75: Does the Association have a conflict of interest policy?

Answered: 187 Skipped: 33



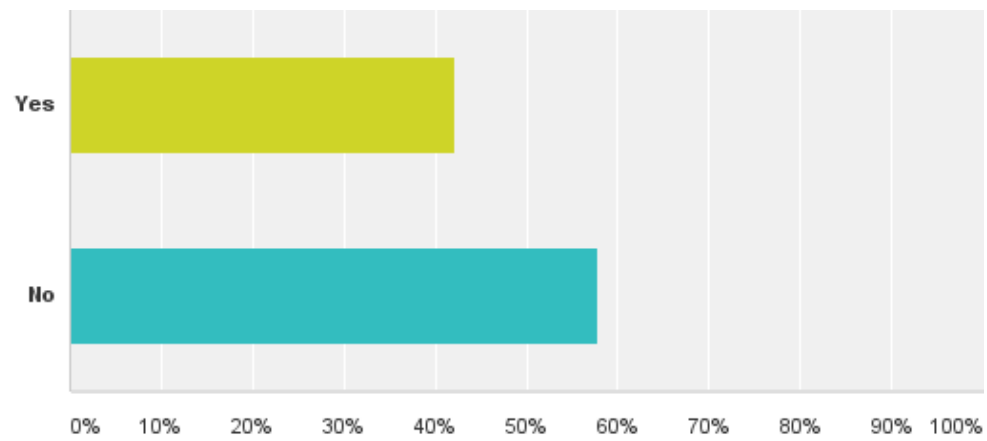
Q75: Does the Association have a conflict of interest policy?

Answered: 187 Skipped: 33

Answer Choices	Responses	
Yes	56.15%	105
No	43.85%	82
Total		187

Q76: Does the Association an Accounting Policy & Procedures Manual?

Answered: 185 Skipped: 35



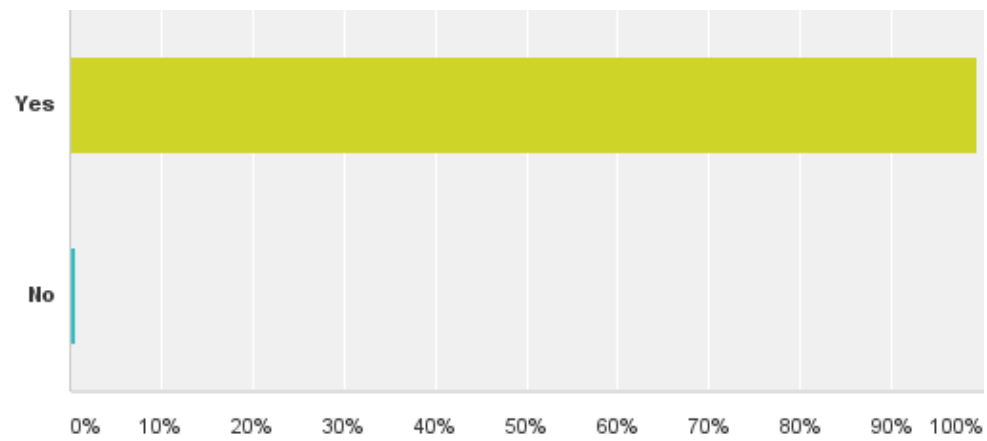
Q76: Does the Association an Accounting Policy & Procedures Manual?

Answered: 185 Skipped: 35

Answer Choices	Responses	
Yes	42.16%	78
No	57.84%	107
Total		185

Q77: Is the annual budget made available to members?

Answered: 186 Skipped: 34



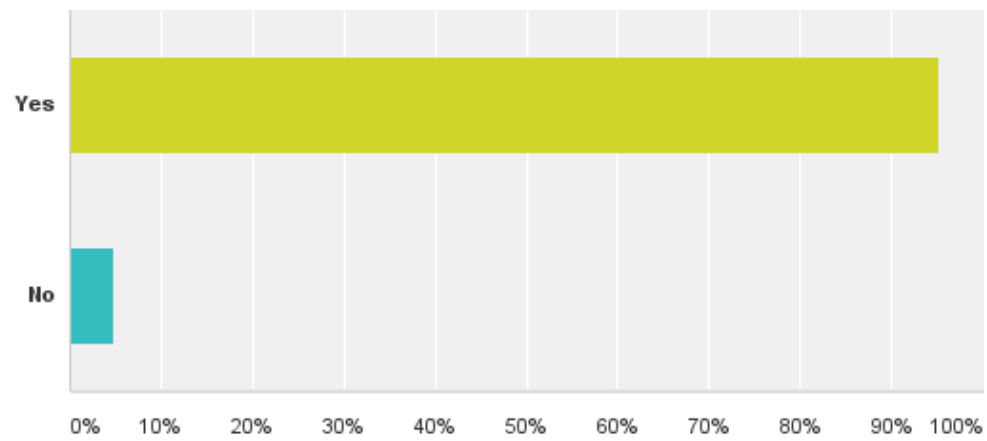
Q77: Is the annual budget made available to members?

Answered: 186 Skipped: 34

Answer Choices	Responses
Yes	99.46% 185
No	0.54% 1
Total	186

Q78: Are annual financial statements made available to members?

Answered: 187 Skipped: 33



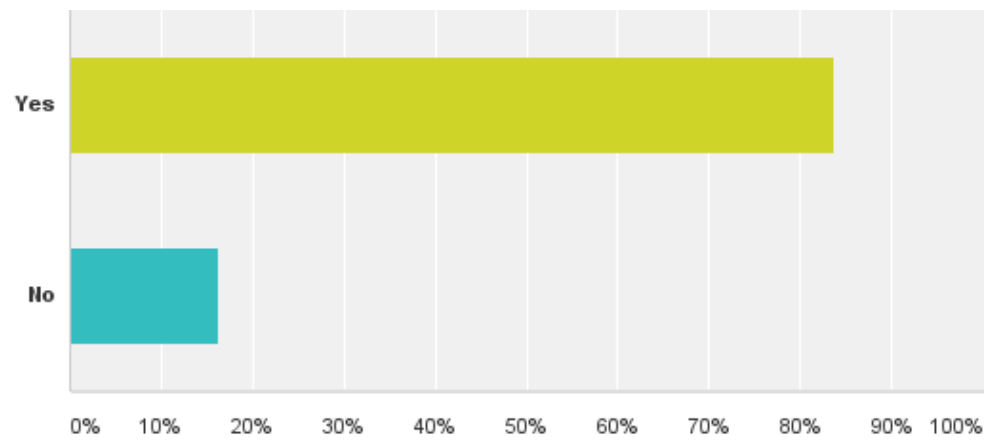
Q78: Are annual financial statements made available to members?

Answered: 187 Skipped: 33

Answer Choices	Responses	
Yes	95.19%	178
No	4.81%	9
Total		187

Q79: Is the reserve study (or summary) made available to members?

Answered: 185 Skipped: 35



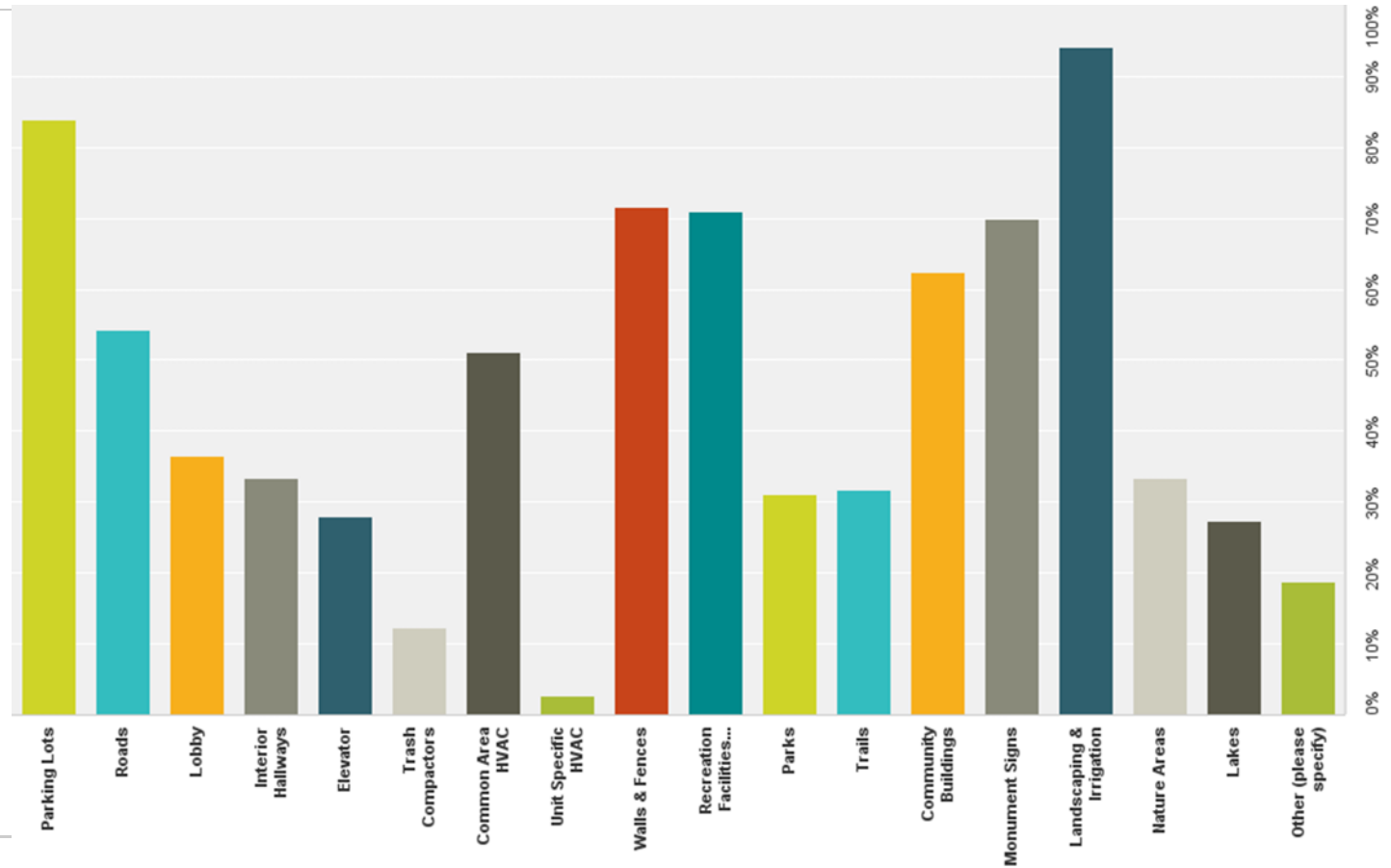
Q79: Is the reserve study (or summary) made available to members?

Answered: 185 Skipped: 35

Answer Choices	Responses
Yes	83.78% 155
No	16.22% 30
Total	185

Q80: What common area maintenance responsibilities does the Association have?

Answered: 186 Skipped: 34



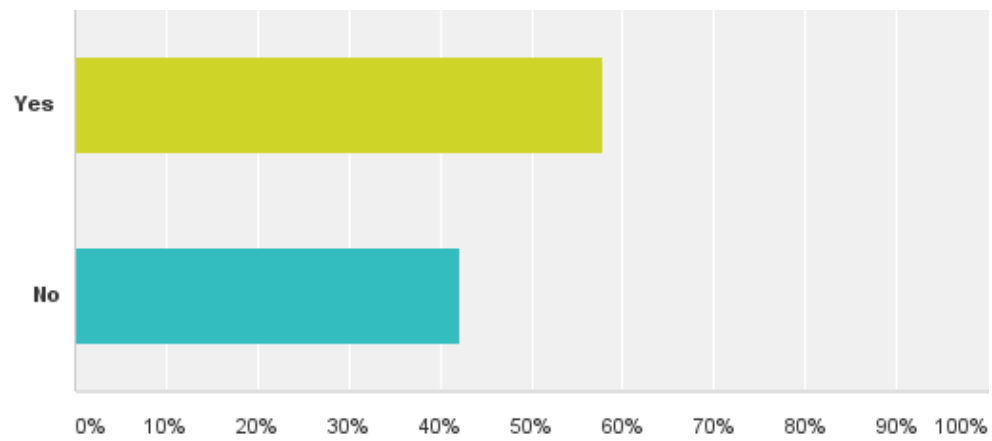
Q80: What common area maintenance responsibilities does the Association have?

Answered: 186 Skipped: 34

Answer Choices	Responses
Parking Lots	83.87% 156
Roads	54.30% 101
Lobby	36.56% 68
Interior Hallways	33.33% 62
Elevator	27.96% 52
Trash Compactors	12.37% 23
Common Area HVAC	51.08% 95
Unit Specific HVAC	2.69% 5
Walls & Fences	71.51% 133
Recreation Facilities (pools, tennis courts, fitness centers)	70.97% 132
Parks	31.18% 58
Trails	31.72% 59
Community Buildings	62.37% 116
Monument Signs	69.89% 130
Landscaping & Irrigation	94.09% 175
Nature Areas	33.33% 62
Lakes	27.42% 51
Other (please specify)	18.82% 35
Total Respondents: 186	

Q81: Does the Association employ maintenance staff?

Answered: 187 Skipped: 33



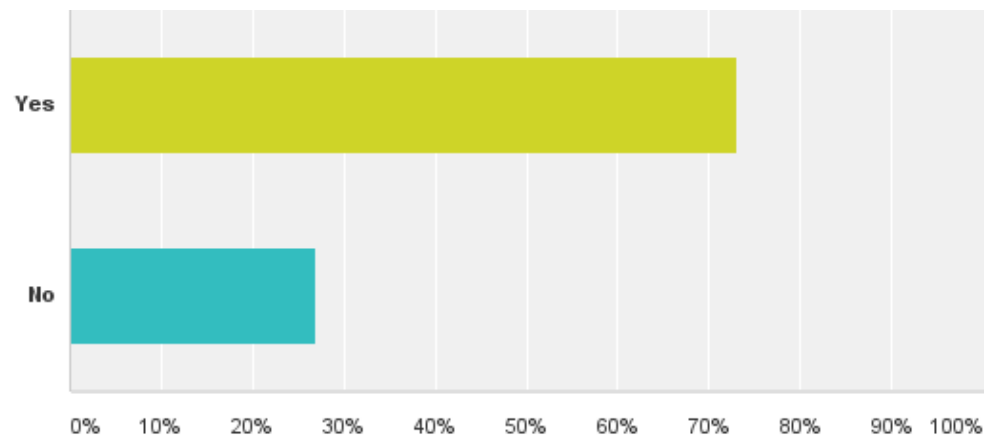
Q81: Does the Association employ maintenance staff?

Answered: 187 Skipped: 33

Answer Choices	Responses	
Yes	57.75%	108
No	42.25%	79
Total		187

Q82: Are maintenance staff full-time employees?

Answered: 108 Skipped: 112



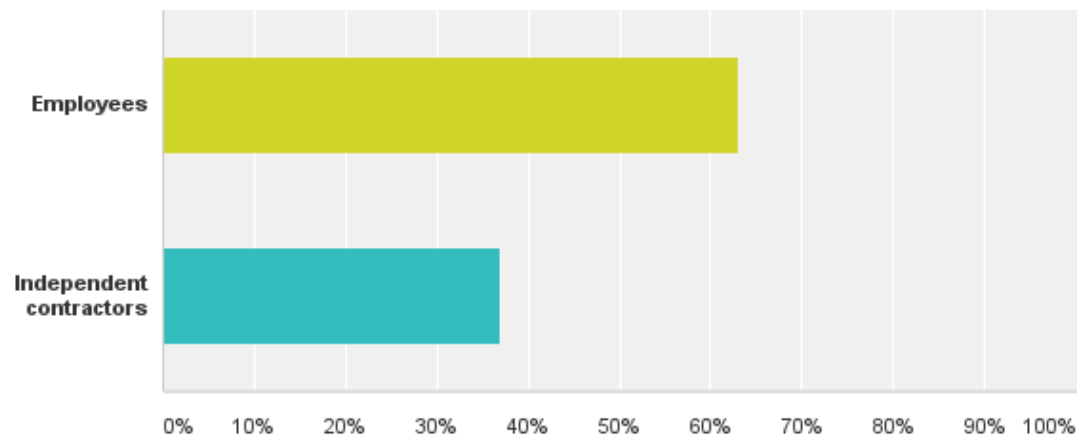
Q82: Are maintenance staff full-time employees?

Answered: 108 Skipped: 112

Answer Choices	Responses	
Yes	73.15%	79
No	26.85%	29
Total		108

Q83: Are maintenance staff employees or independent contractors?

Answered: 108 Skipped: 112



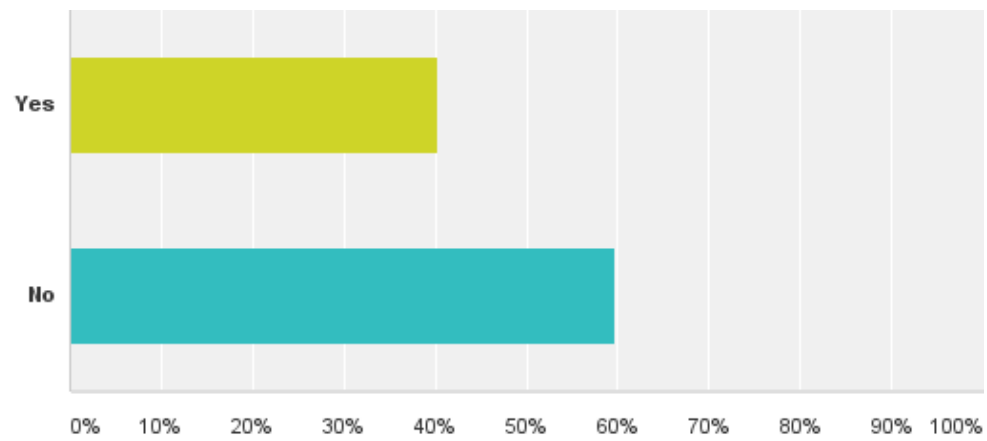
Q83: Are maintenance staff employees or independent contractors?

Answered: 108 Skipped: 112

Answer Choices	Responses	
Employees	62.96%	68
Independent contractors	37.04%	40
Total		108

Q84: Does the Association have policies about engagement of licensed tradespersons (plumber, electrician, roofer)?

Answered: 184 Skipped: 36



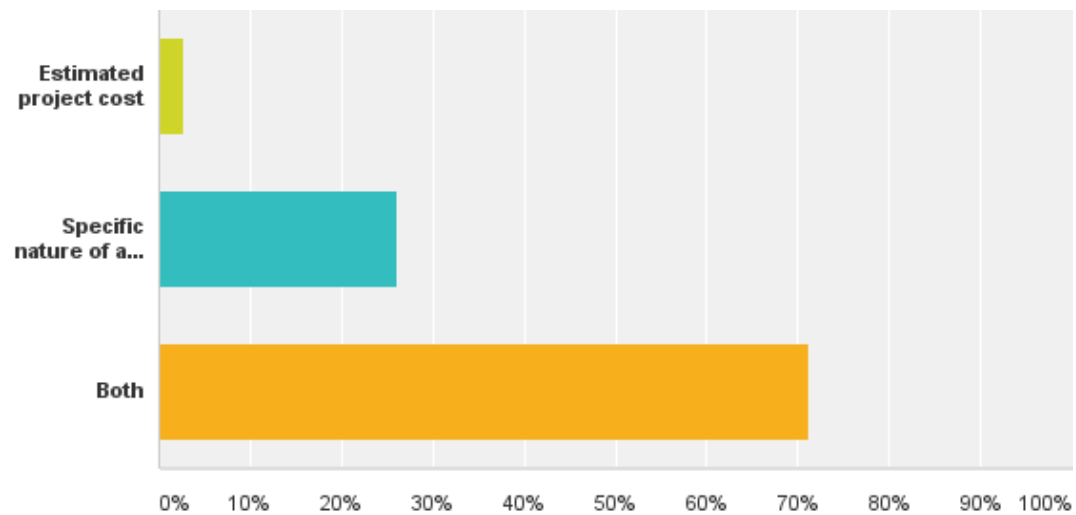
Q84:Q84: Does the Association have policies about engagement of licensed tradespersons (plumber, electrician, roofer)?

Answered: 184 Skipped: 36

Answer Choices	Responses	
Yes	40.22%	74
No	59.78%	110
Total		184

Q85: What determines need to engage specific licensed tradesperson?

Answered: 73 Skipped: 147



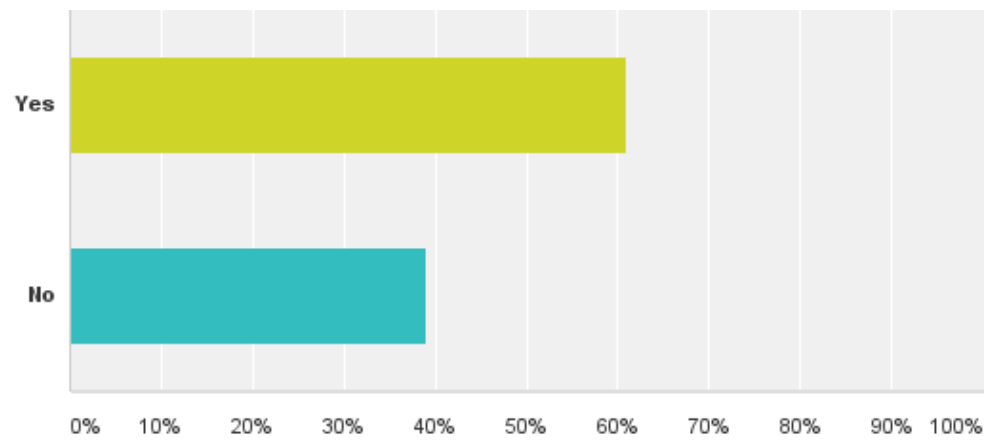
Q85: What determines need to engage specific licensed tradesperson?

Answered: 73 Skipped: 147

Answer Choices	Responses	
Estimated project cost	2.74%	2
Specific nature of a project	26.03%	19
Both	71.23%	52
Total		73

Q86: Does the Board review and approve RFPs to solicit bids?

Answered: 182 Skipped: 38



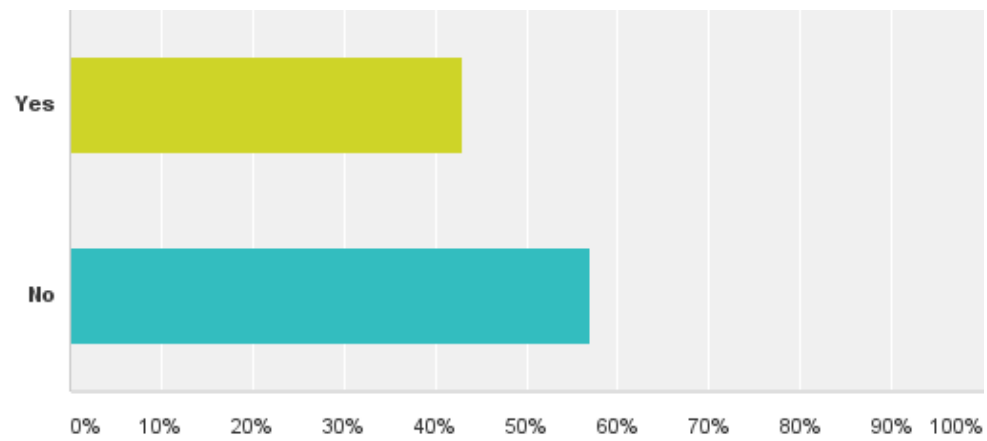
Q86: Does the Board review and approve RFPs to solicit bids?

Answered: 182 Skipped: 38

Answer Choices	Responses	
Yes	60.99%	111
No	39.01%	71
Total		182

Q87: Does the Association solicit sealed bids?

Answered: 184 Skipped: 36



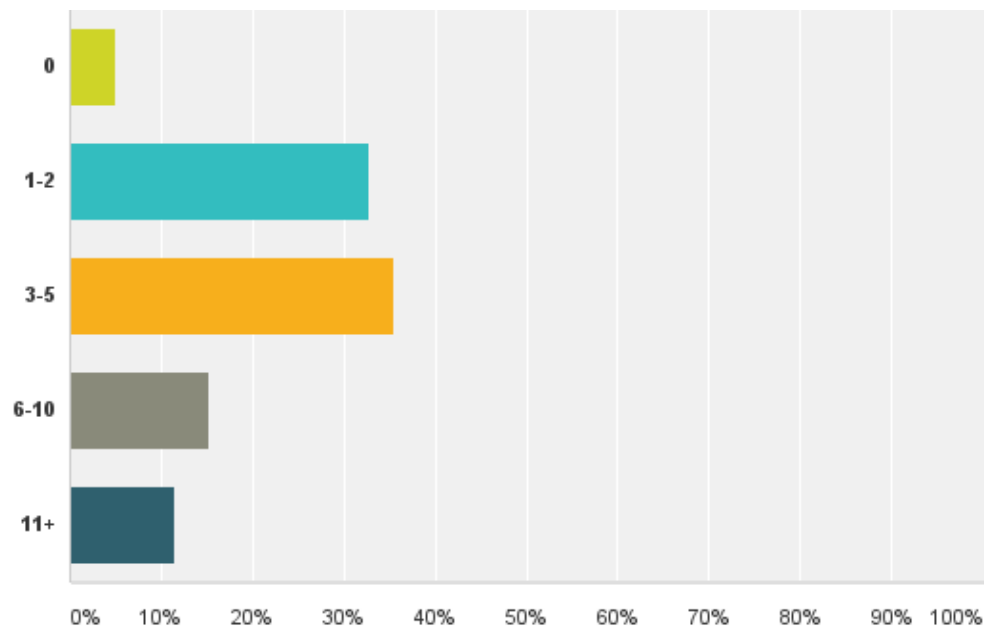
Q87: Does the Association solicit sealed bids?

Answered: 184 Skipped: 36

Answer Choices	Responses	
Yes	42.93%	79
No	57.07%	105
Total		184

Q88: How many contracts does the Association bid annually?

Answered: 183 Skipped: 37



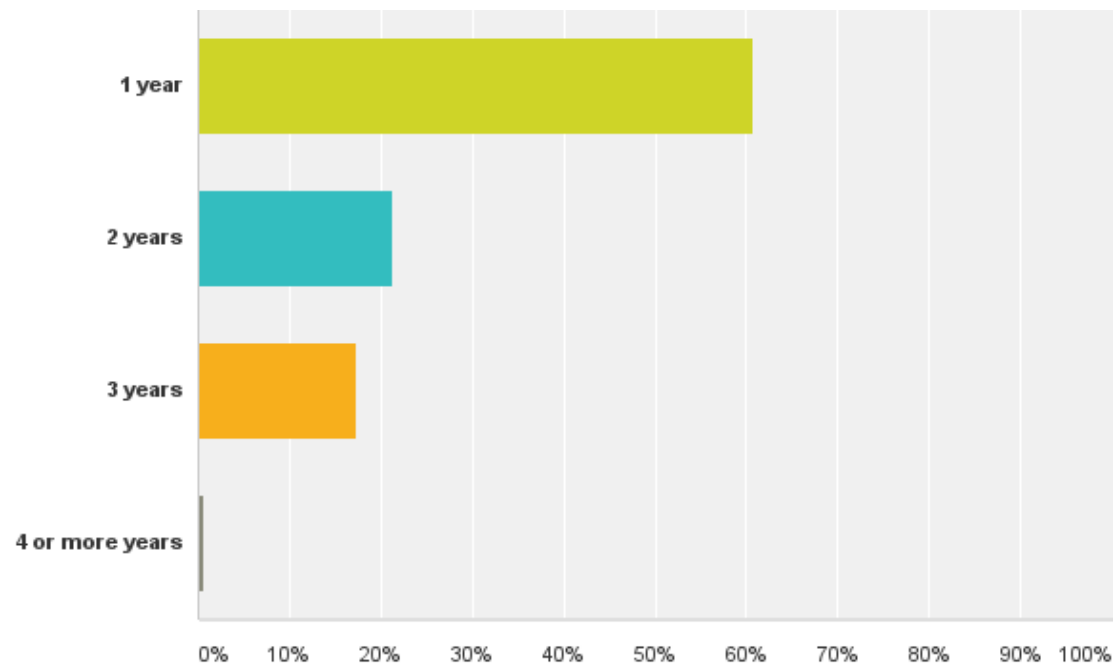
Q88: How many contracts does the Association bid annually?

Answered: 183 Skipped: 37

Answer Choices	Responses	
0	4.92%	9
1-2	32.79%	60
3-5	35.52%	65
6-10	15.30%	28
11+	11.48%	21
Total		183

Q89: How long are contracts usually engaged?

Answered: 178 Skipped: 42



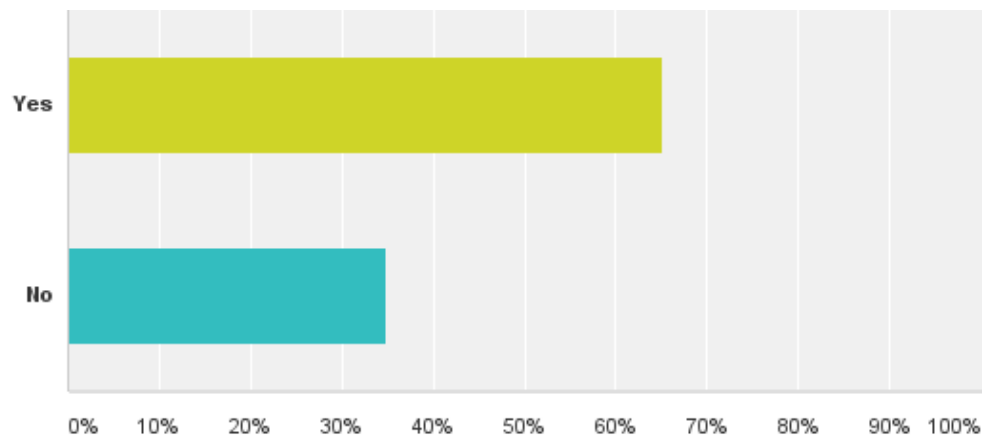
Q89: How long are contracts usually engaged?

Answered: 178 Skipped: 42

Answer Choices	Responses	
1 year	60.67%	108
2 years	21.35%	38
3 years	17.42%	31
4 or more years	0.56%	1
Total		178

Q90: Does the Association have centralized maintenance schedule which identifies recurring/regular tasks, such as gutters cleaned, drains cleared?

Answered: 184 Skipped: 36



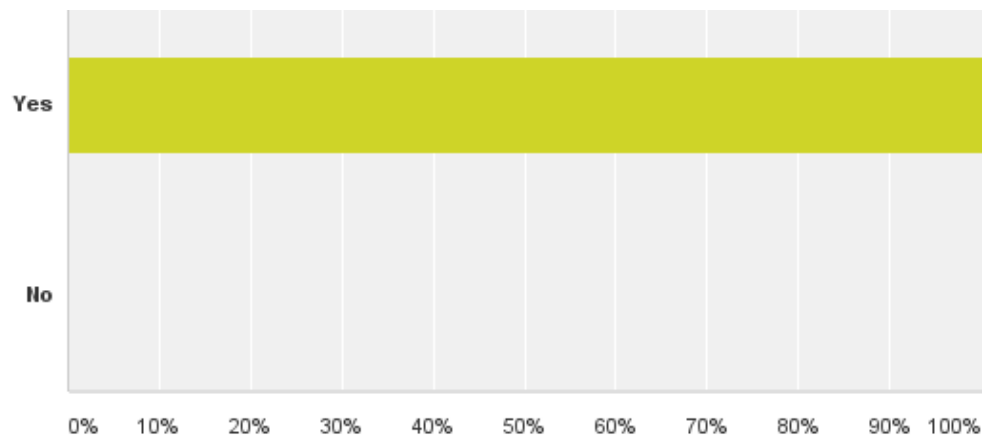
Q90: Does the Association have centralized maintenance schedule which identifies recurring/regular tasks, such as gutters cleaned, drains cleared?

Answered: 184 Skipped: 36

Answer Choices	Responses	
Yes	65.22%	120
No	34.78%	64
Total		184

Q91: Does the Association have Commercial General liability insurance coverage?

Answered: 185 Skipped: 35



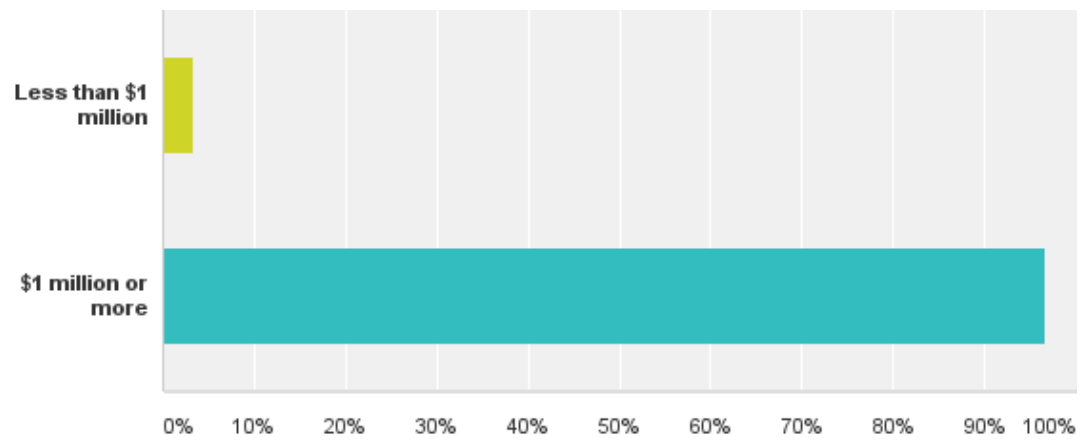
Q91: Does the Association have Commercial General liability insurance coverage?

Answered: 185 Skipped: 35

Answer Choices	Responses
Yes	100.00% 185
No	0.00% 0
Total	185

Q92: What are your limits for commercial general liability per occurrence?

Answered: 182 Skipped: 38



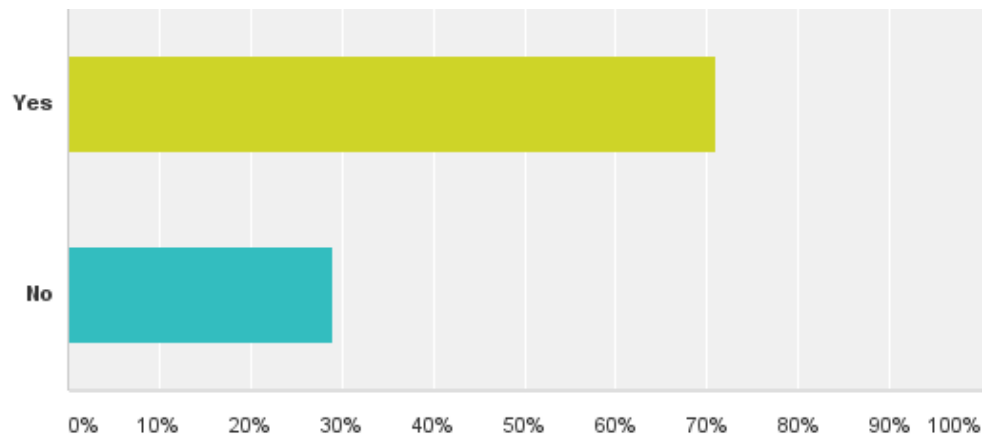
Q92: What are your limits for commercial general liability per occurrence?

Answered: 182 Skipped: 38

Answer Choices	Responses	
Less than \$1 million	3.30%	6
\$1 million or more	96.70%	176
Total		182

Q93: Is Non-Owned/Hired Automobile Liability included in your Commercial General insurance?

Answered: 182 Skipped: 38



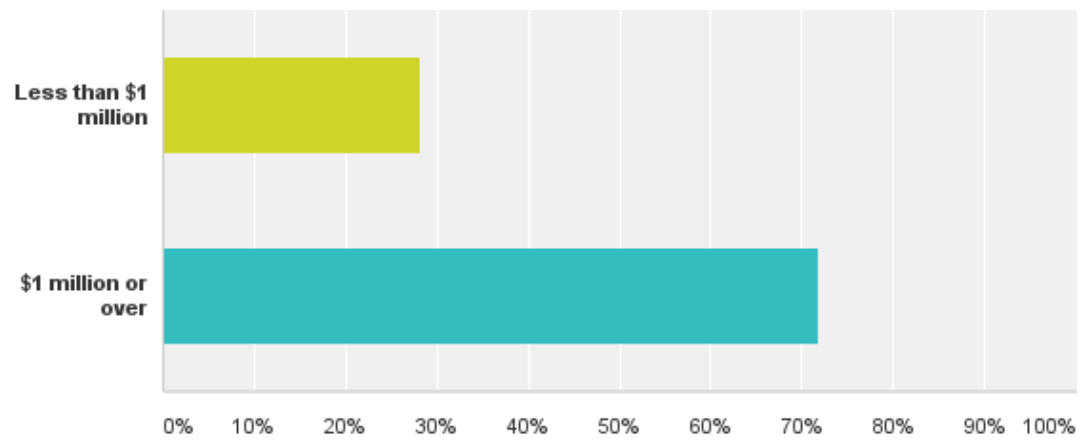
Q93: Is Non-Owned/Hired Automobile Liability included in your Commercial General insurance?

Answered: 182 Skipped: 38

Answer Choices	Responses	
Yes	70.88%	129
No	29.12%	53
Total		182

Q94: What are your limits for Non-Owned/Hired Automobile Liability per occurrence?

Answered: 128 Skipped: 92



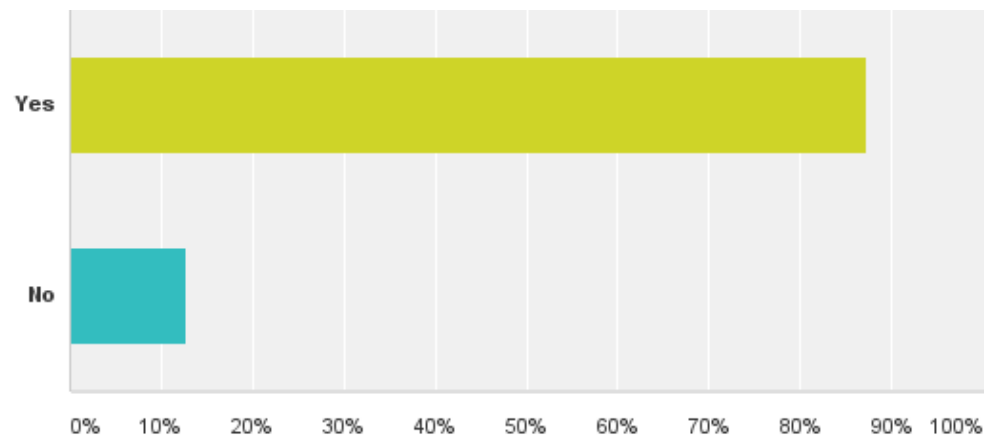
Q94: What are your limits for Non-Owned/Hired Automobile Liability per occurrence?

Answered: 128 Skipped: 92

Answer Choices	Responses	
Less than \$1 million	28.13%	36
\$1 million or over	71.88%	92
Total		128

Q95: Does the Association have Commercial Property Insurance coverage?

Answered: 180 Skipped: 40



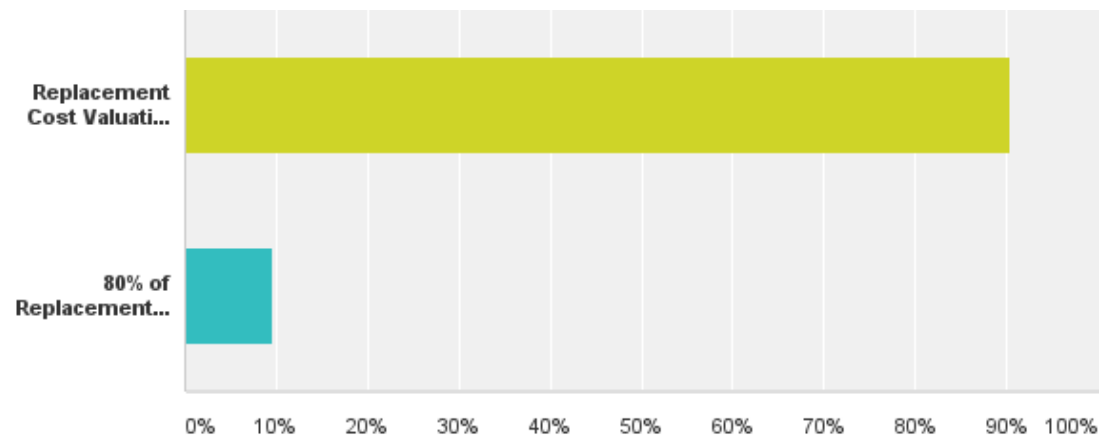
Q95: Does the Association have Commercial Property Insurance coverage?

Answered: 180 Skipped: 40

Answer Choices	Responses	
Yes	87.22%	157
No	12.78%	23
Total		180

Q96: What are the limits of your Commercial Property insurance?

Answered: 156 Skipped: 64



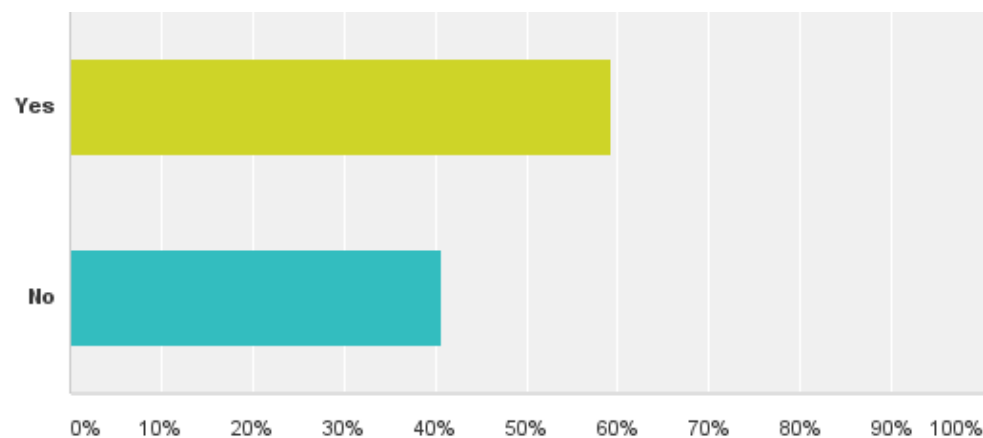
Q96: What are the limits of your Commercial Property insurance?

Answered: 156 Skipped: 64

Answer Choices	Responses	
Replacement Cost Valuation or more	90.38%	141
80% of Replacement Cost Valuation or less	9.62%	15
Total		156

Q97: Do you insure Residential Units/Buildings for Replacement Cost within this coverage?

Answered: 157 Skipped: 63



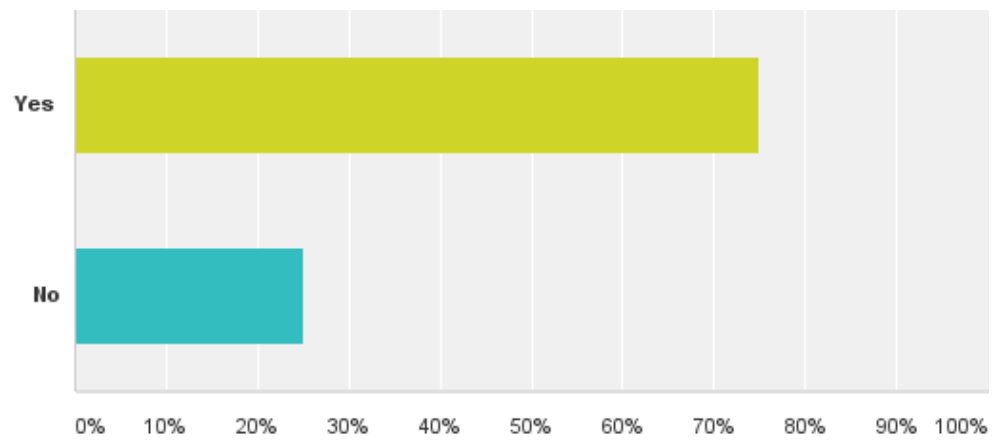
Q97: Do you insure Residential Units/Buildings for Replacement Cost within this coverage?

Answered: 157 Skipped: 63

Answer Choices	Responses	
Yes	59.24%	93
No	40.76%	64
Total		157

Q98: Does the Association have Workers' Compensation Insurance coverage?

Answered: 184 Skipped: 36



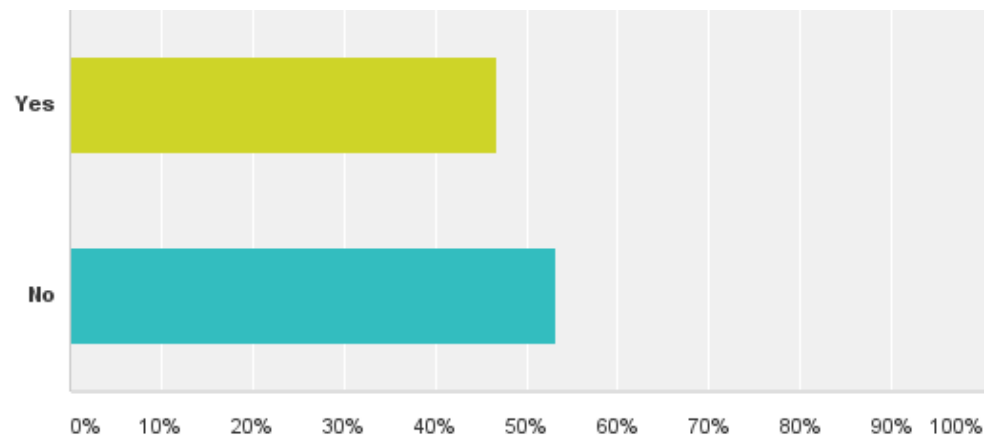
Q98: Does the Association have Workers' Compensation Insurance coverage?

Answered: 184 Skipped: 36

Answer Choices	Responses	
Yes	75.00%	138
No	25.00%	46
Total		184

Q99: Does the Association have any payroll?

Answered: 141 Skipped: 79



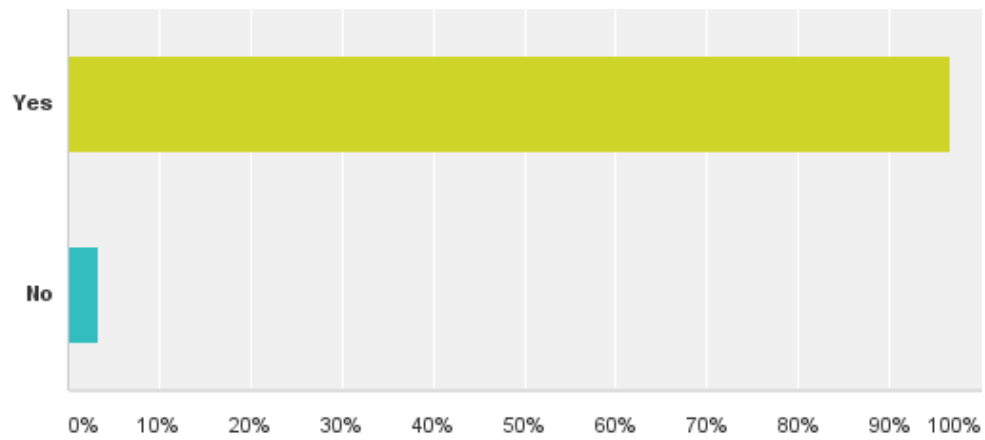
Q99: Does the Association have any payroll?

Answered: 141 Skipped: 79

Answer Choices	Responses	
Yes	46.81%	66
No	53.19%	75
Total		141

Q100: Does the Association have Directors and Officers Liability insurance?

Answered: 183 Skipped: 37



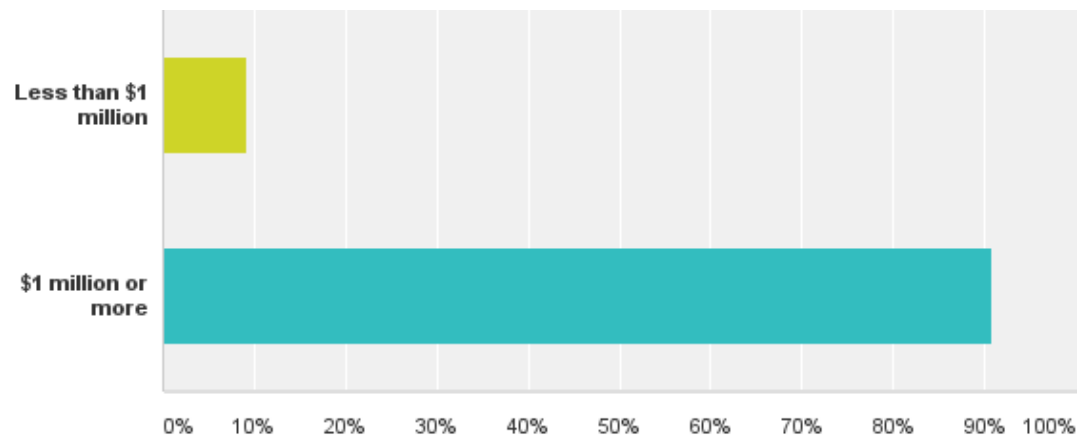
Q100: Does the Association have Directors and Officers Liability insurance?

Answered: 183 Skipped: 37

Answer Choices	Responses	
Yes	96.72%	177
No	3.28%	6
Total		183

Q101: What are the limits of your D&O insurance per claim?

Answered: 176 Skipped: 44



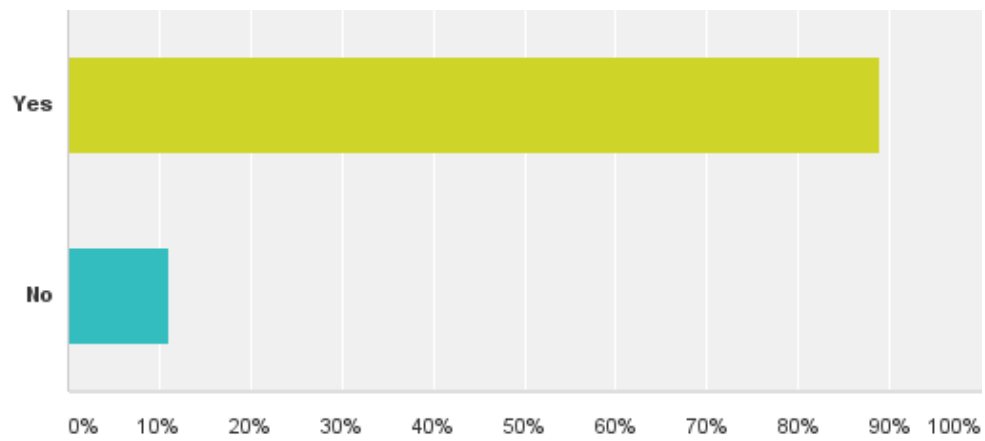
Q101: What are the limits for your D&O insurance per claim?

Answered: 176 Skipped: 44

Answer Choices	Responses	
Less than \$1 million	9.09%	16
\$1 million or more	90.91%	160
Total		176

Q102: Does the Association have Commercial Crime - Employee Dishonesty Coverage?

Answered: 181 Skipped: 39



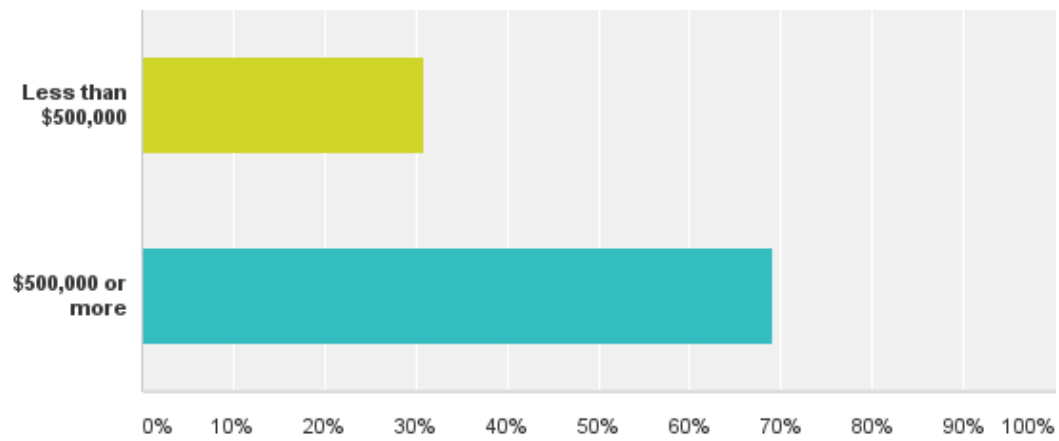
Q102: Does the Association have Commercial Crime - Employee Dishonesty Coverage?

Answered: 181 Skipped: 39

Answer Choices	Responses	
Yes	88.95%	161
No	11.05%	20
Total		181

Q103: What are your limits for Employee Dishonesty per occurrence?

Answered: 159 Skipped: 61



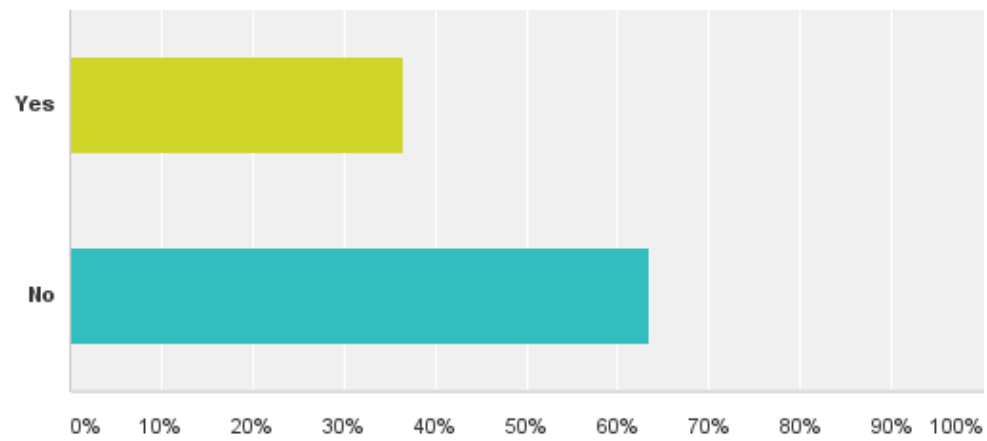
Q103: What are your limits for Employee Dishonesty per occurrence?

Answered: 159 Skipped: 61

Answer Choices	Responses	
Less than \$500,000	30.82%	49
\$500,000 or more	69.18%	110
Total		159

Q104: Does the Association have Cyber Liability insurance coverage?

Answered: 181 Skipped: 39



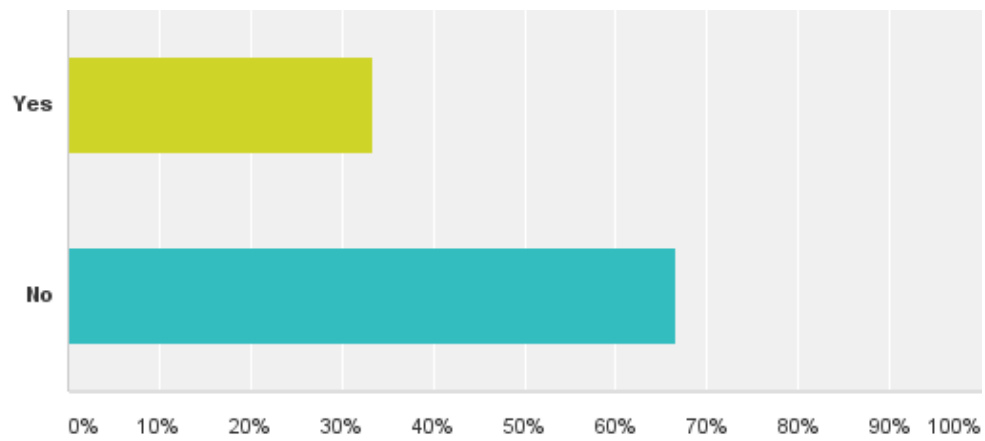
Q104: Does the Association have Cyber Liability insurance coverage?

Answered: 181 Skipped: 39

Answer Choices	Responses	
Yes	36.46%	66
No	63.54%	115
Total		181

Q105: Does the Association have Commercial Automobile insurance coverage?

Answered: 183 Skipped: 37



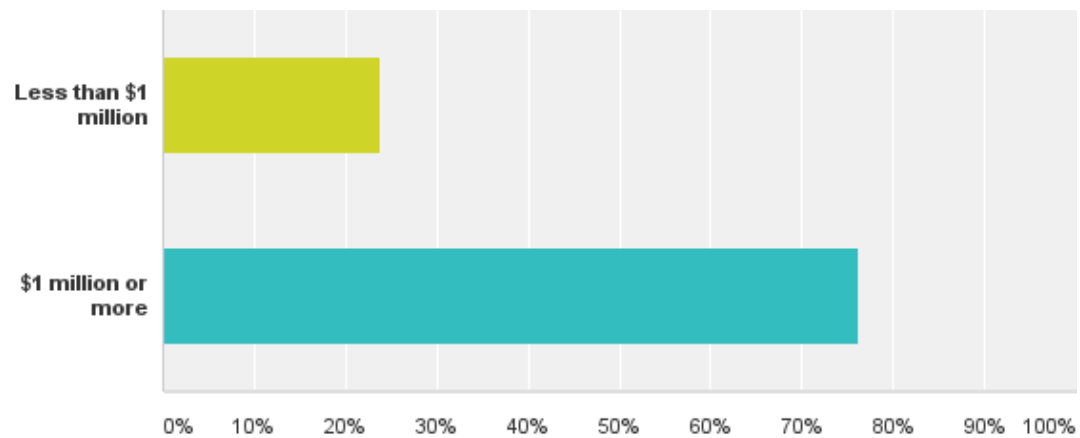
Q105: Does the Association have Commercial Automobile insurance coverage?

Answered: 183 Skipped: 37

Answer Choices	Responses	
Yes	33.33%	61
No	66.67%	122
Total		183

Q106: What are your Automobile Liability limits per occurrence?

Answered: 59 Skipped: 161



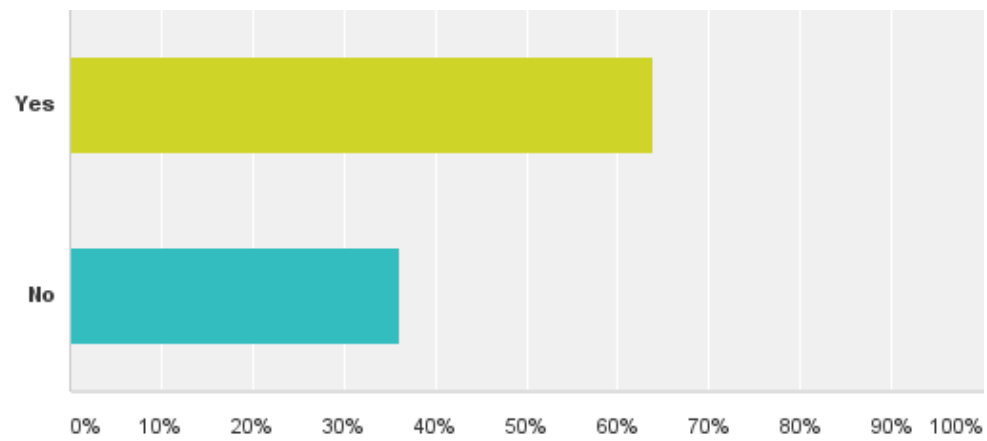
Q106: What are your Automobile Liability limits per occurrence?

Answered: 59 Skipped: 161

Answer Choices	Responses	
Less than \$1 million	23.73%	14
\$1 million or more	76.27%	45
Total		59

Q107: Does the Association have Comprehensive or Collision Coverage for any vehicles?

Answered: 61 Skipped: 159



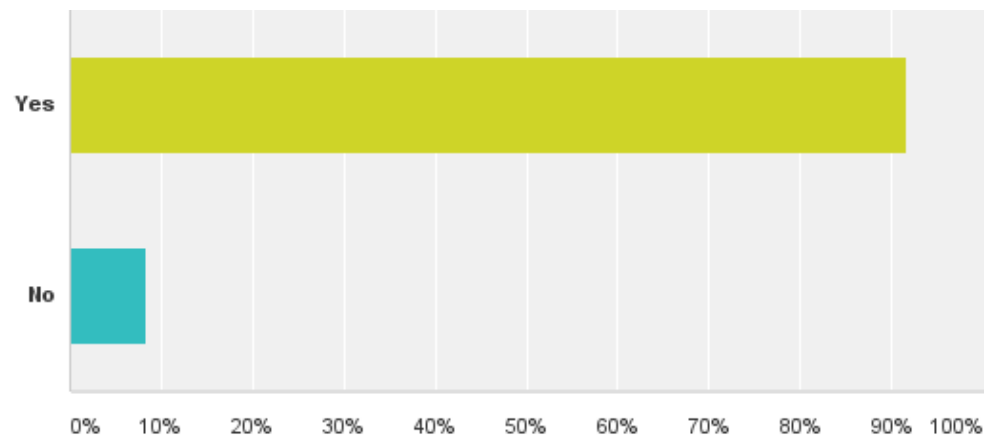
Q107: Does the Association have Comprehensive or Collision Coverage for any vehicles?

Answered: 61 Skipped: 159

Answer Choices	Responses	
Yes	63.93%	39
No	36.07%	22
Total		61

Q108: Is Non-Owned/Hired Automobile Liability included in your Commercial Automobile insurance?

Answered: 60 Skipped: 160



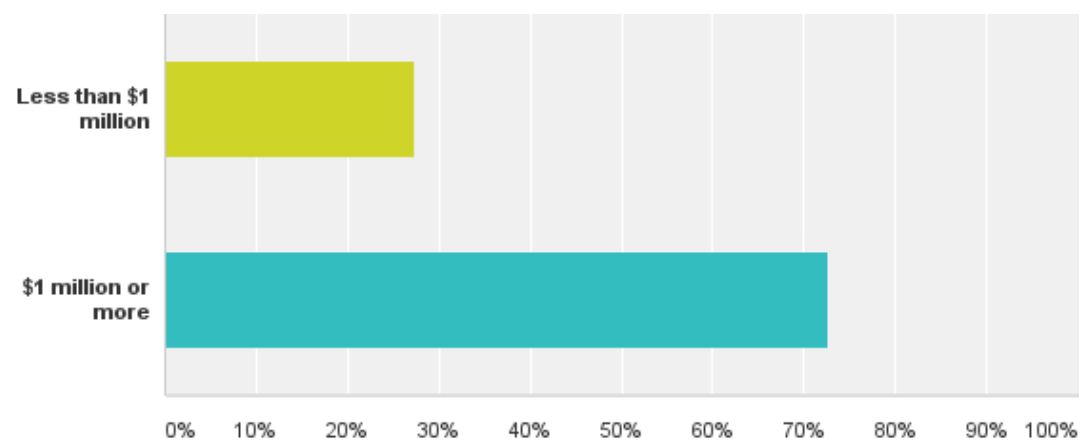
Q108: Is Non-Owned/Hired Automobile Liability included in your Commercial Automobile insurance?

Answered: 60 Skipped: 160

Answer Choices	Responses	
Yes	91.67%	55
No	8.33%	5
Total		60

Q109: What are your limits for Non-Owned/Hired Automobile Liability per occurrence?

Answered: 55 Skipped: 165



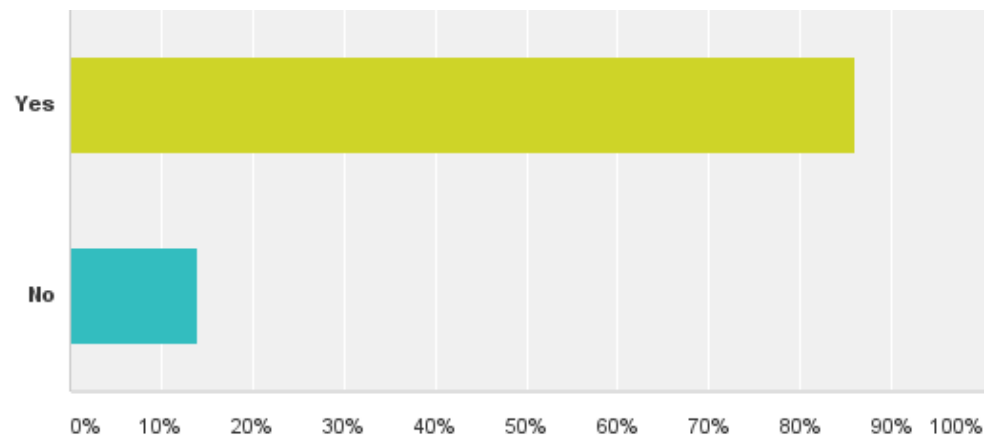
Q109: What are your limits for Non-Owned/Hired Automobile Liability per occurrence?

Answered: 55 Skipped: 165

Answer Choices	Responses	
Less than \$1 million	27.27%	15
\$1 million or more	72.73%	40
Total		55

Q110: Does the Association have Commercial Umbrella insurance coverage?

Answered: 180 Skipped: 40



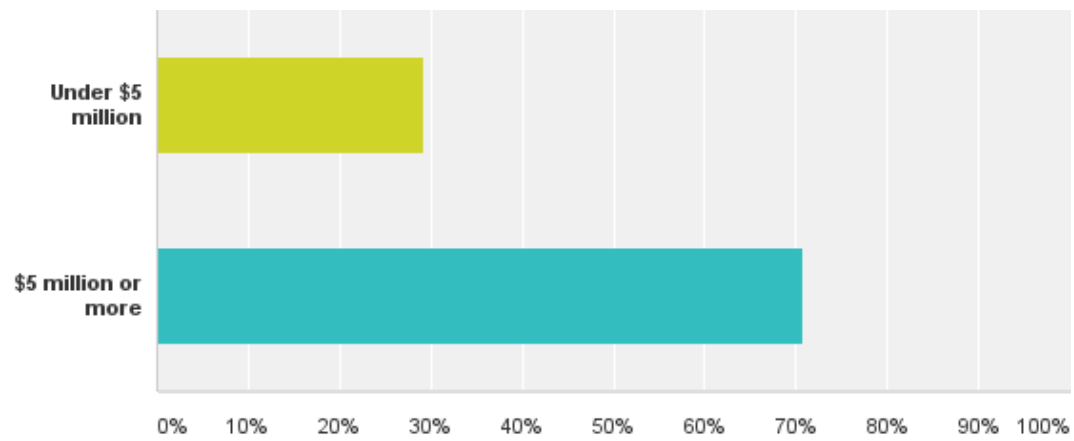
Q110: Does the Association have Commercial Umbrella Policy coverage?

Answered: 180 Skipped: 40

Answer Choices	Responses	
Yes	86.11%	155
No	13.89%	25
Total		180

Q111: What are your limits for Commercial Umbrella insurance?

Answered: 154 Skipped: 66



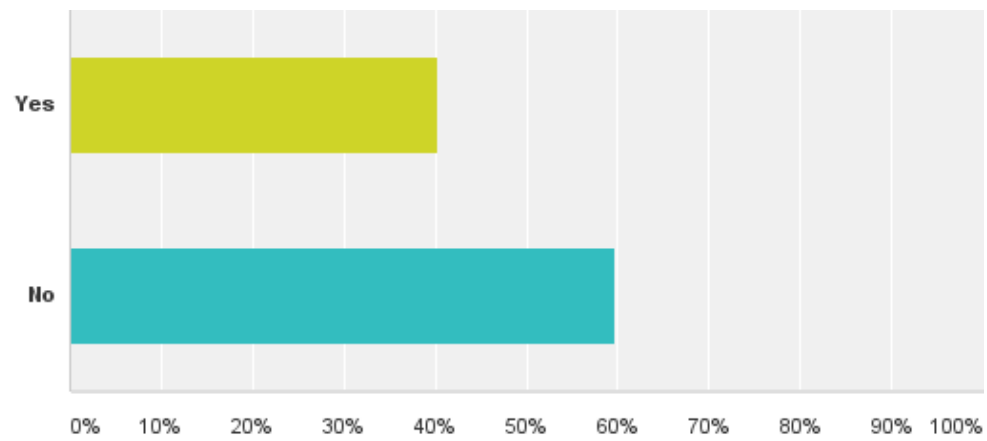
Q111: What are your limits for Commercial Umbrella insurance?

Answered: 154 Skipped: 66

Answer Choices	Responses	
Under \$5 million	29.22%	45
\$5 million or more	70.78%	109
Total		154

Q112: Does the Association have Volunteer Accident insurance coverage?

Answered: 176 Skipped: 44



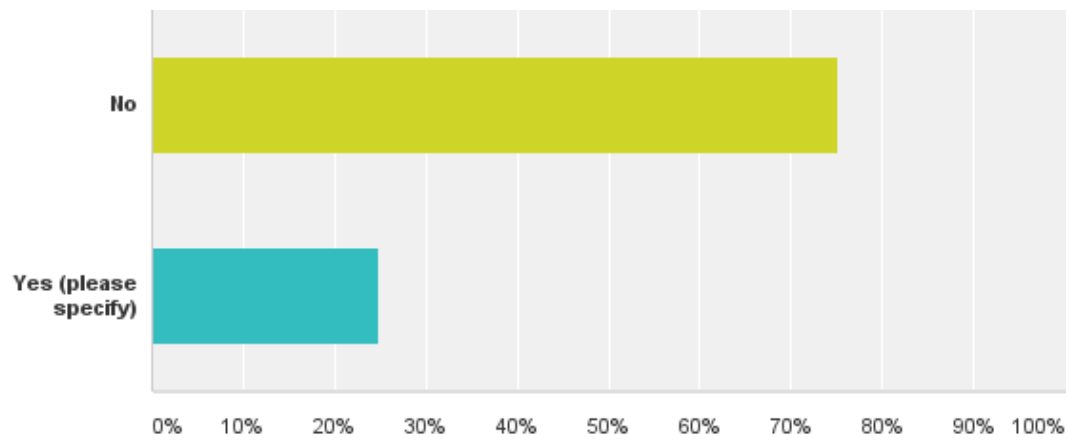
Q112: Does the Association have Volunteer Accident insurance coverage?

Answered: 176 Skipped: 44

Answer Choices	Responses	
Yes	40.34%	71
No	59.66%	105
Total		176

Q113: Does the Association have insurance coverage not mentioned?

Answered: 173 Skipped: 47



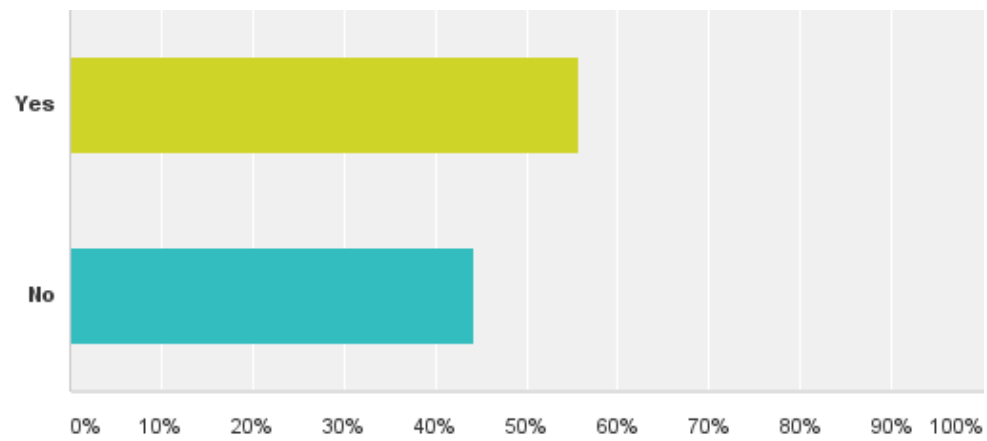
Q113: Does the Association have insurance coverage not mentioned?

Answered: 173 Skipped: 47

Answer Choices	Responses	
No	75.14%	130
Yes (please specify)	24.86%	43
Total		173

Q114: Do state statutes or governing documents mandate certain levels of insurance?

Answered: 174 Skipped: 46



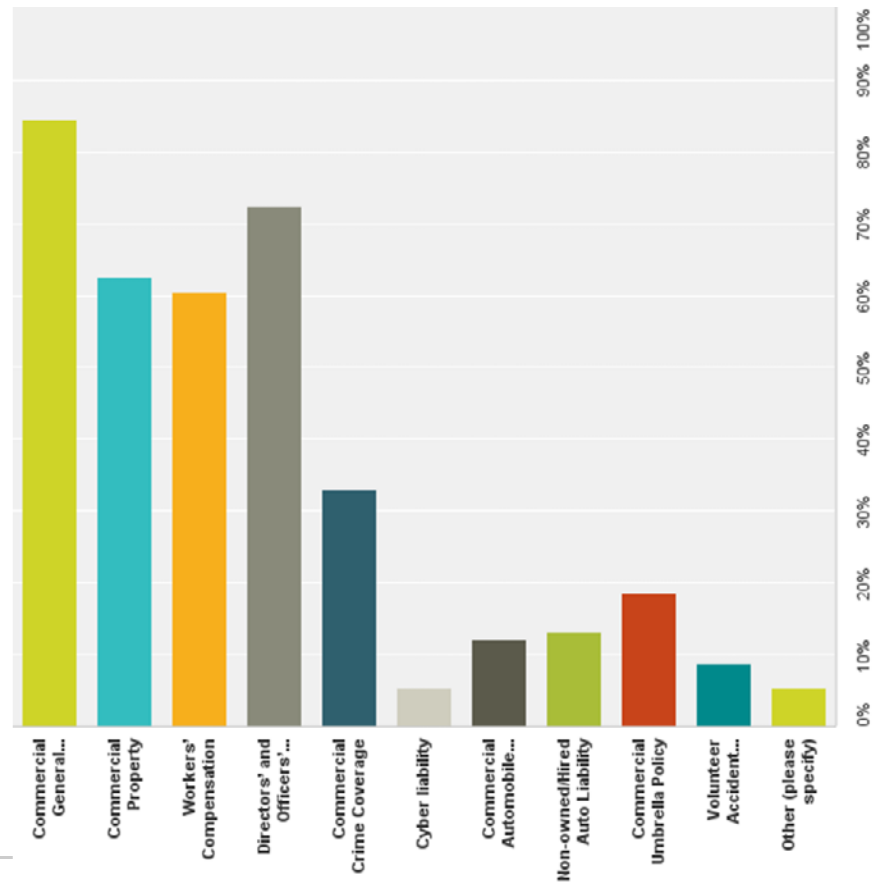
Q114: Do state statutes or governing documents mandate certain levels of insurance?

Answered: 174 Skipped: 46

Answer Choices	Responses	
Yes	55.75%	97
No	44.25%	77
Total		174

Q115: Which types of insurance are mandated by state statute or governing documents? (Select all that apply)

Answered: 91 Skipped: 129



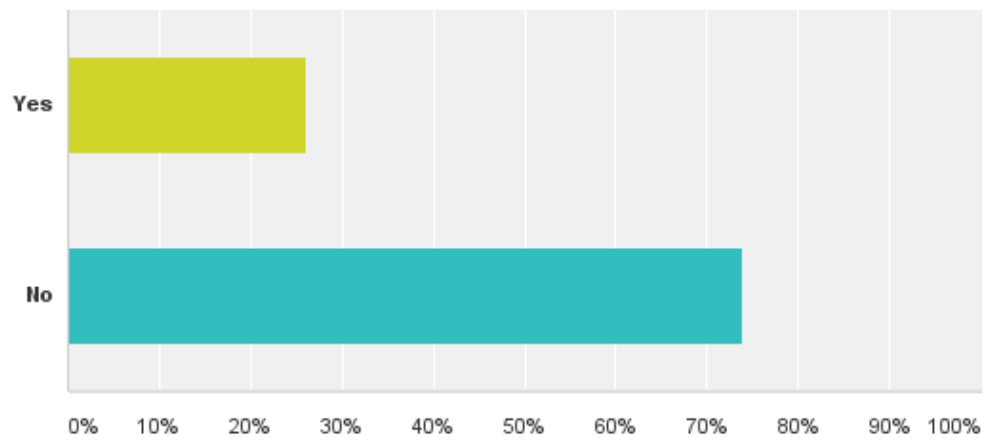
Q115: Which types of insurance are mandated by state statute or governing documents? (Select all that apply)

Answered: 91 Skipped: 129

Answer Choices	Responses	
Commercial General liability	84.62%	77
Commercial Property	62.64%	57
Workers' Compensation	60.44%	55
Directors' and Officers' Liability	72.53%	66
Commercial Crime Coverage	32.97%	30
Cyber liability	5.49%	5
Commercial Automobile Insurance	12.09%	11
Non-owned/Hired Auto Liability	13.19%	12
Commercial Umbrella Policy	18.68%	17
Volunteer Accident Insurance	8.79%	8
Other (please specify)	5.49%	5
Total Respondents: 91		

Q116: Do mortgage companies or secondary lenders mandate certain levels of insurance?

Answered: 173 Skipped: 47



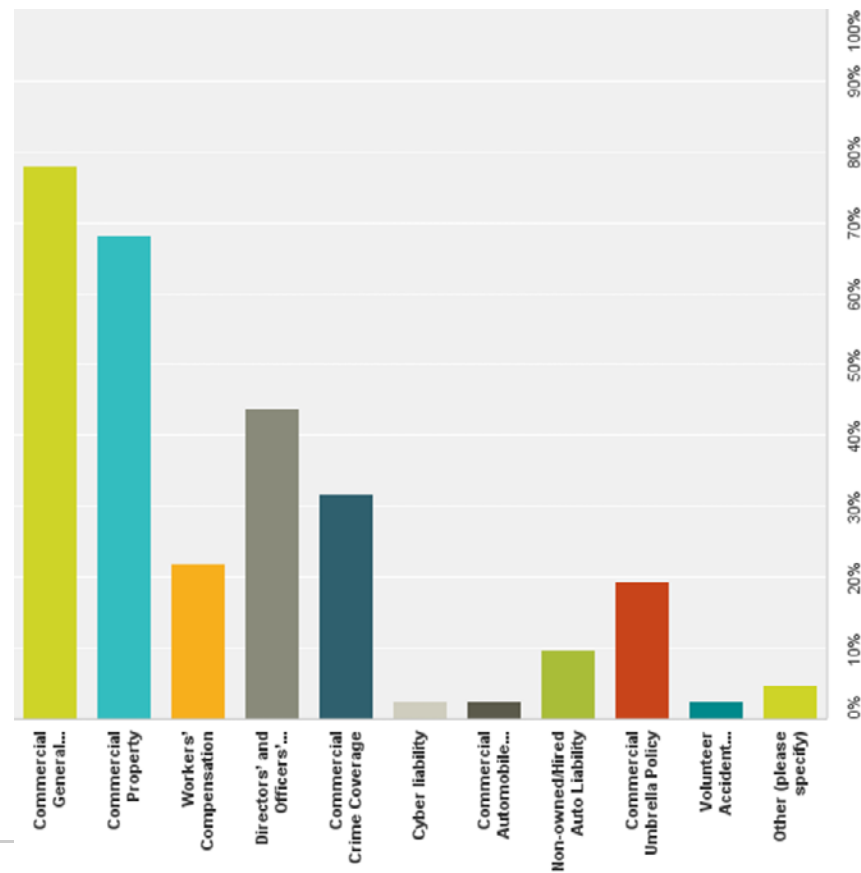
Q116: Do mortgage companies or secondary lenders mandate certain levels of insurance?

Answered: 173 Skipped: 47

Answer Choices	Responses	
Yes	26.01%	45
No	73.99%	128
Total		173

Q117: Which types of insurance are mandated by mortgage lenders? (Select all that apply)

Answered: 41 Skipped: 179



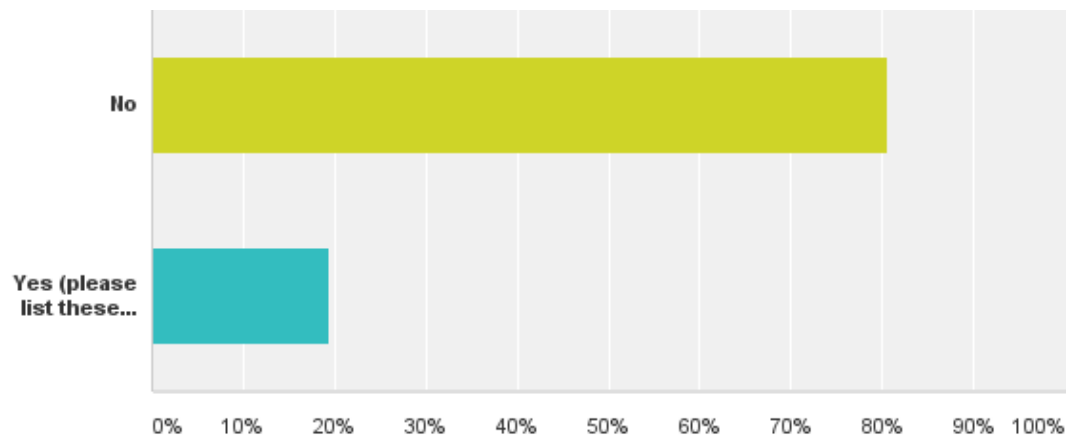
Q117: Which types of insurance are mandated by mortgage lenders? (Select all that apply)

Answered: 41 Skipped: 179

Answer Choices	Responses	
Commercial General liability	78.05%	32
Commercial Property	68.29%	28
Workers' Compensation	21.95%	9
Directors' and Officers' Liability	43.90%	18
Commercial Crime Coverage	31.71%	13
Cyber liability	2.44%	1
Commercial Automobile Insurance	2.44%	1
Non-owned/Hired Auto Liability	9.76%	4
Commercial Umbrella Policy	19.51%	8
Volunteer Accident Insurance	2.44%	1
Other (please specify)	4.88%	2
Total Respondents: 41		

Q118: Does the Association utilize any alternative Risk Management techniques other than purchasing insurance?

Answered: 176 Skipped: 44



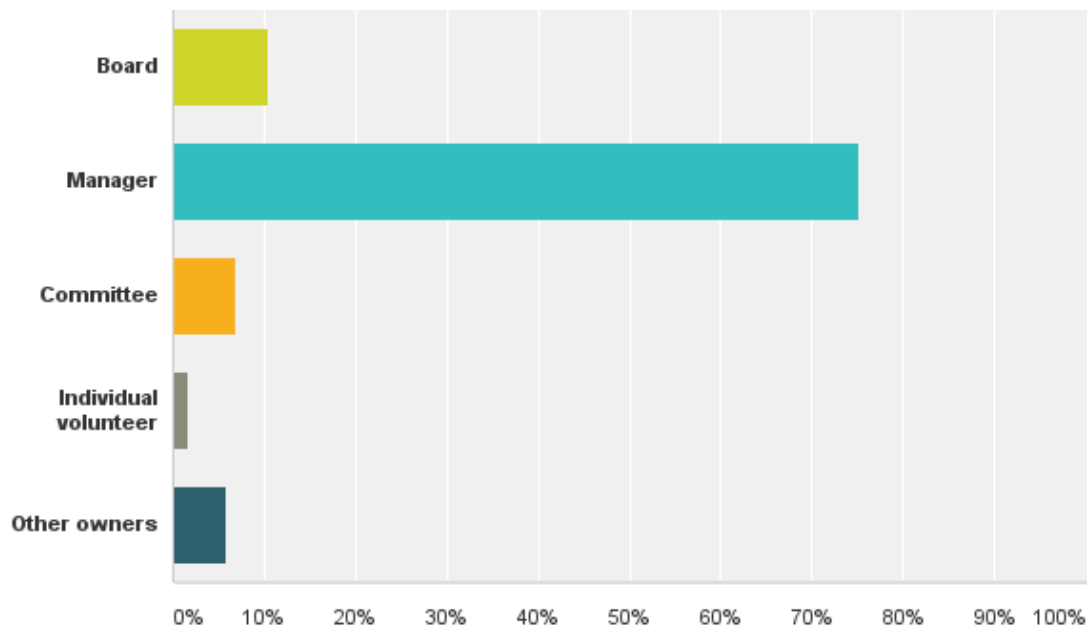
Q118: Does the Association utilize any alternative Risk Management techniques other than purchasing insurance?

Answered: 176 Skipped: 44

Answer Choices	Responses	
No	80.68%	142
Yes (please list these techniques)	19.32%	34
Total	176	

Q119: Who is responsible for identifying violations in the community?

Answered: 173 Skipped: 47



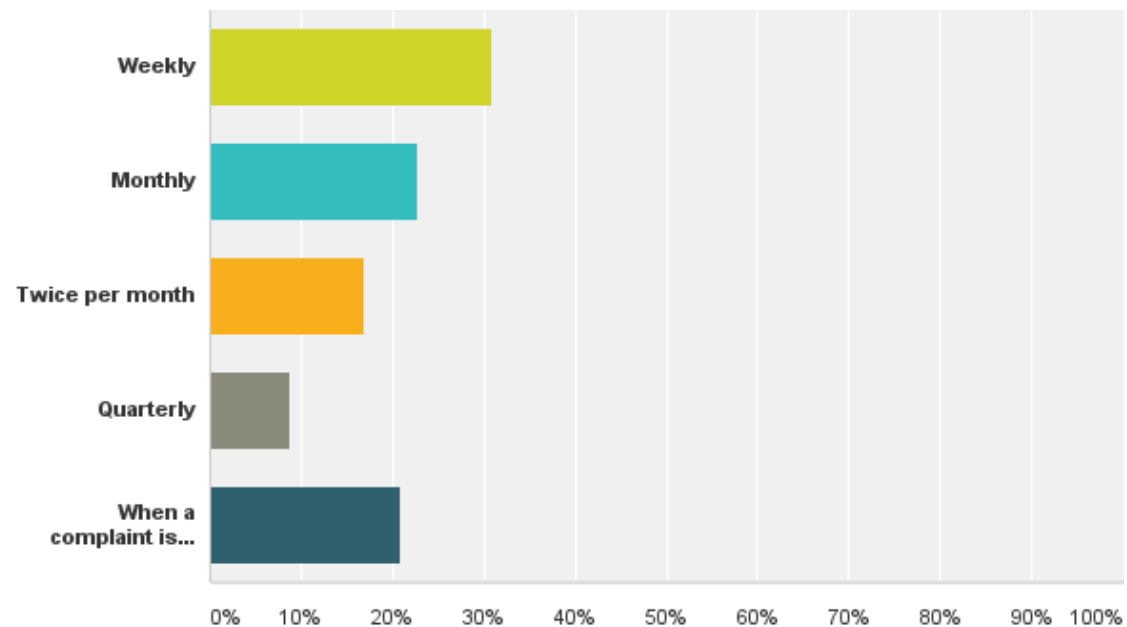
Q119: Who is responsible for identifying violations in the community?

Answered: 173 Skipped: 47

Answer Choices	Responses
Board	10.40% 18
Manager	75.14% 130
Committee	6.94% 12
Individual volunteer	1.73% 3
Other owners	5.78% 10
Total	173

Q120: How often is the community toured to locate violations?

Answered: 172 Skipped: 48



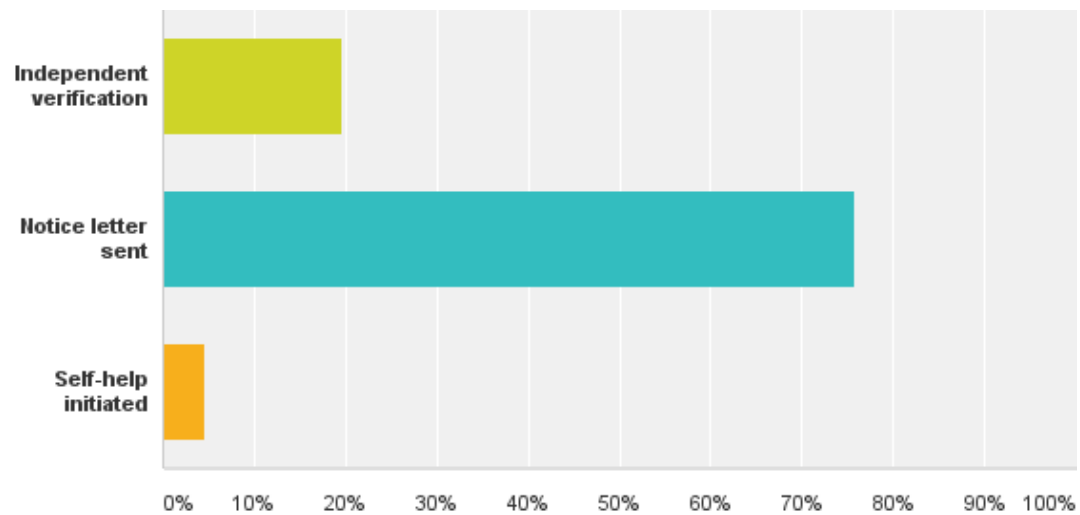
Q120: How often is the community toured to locate violations?

Answered: 172 Skipped: 48

Answer Choices	Responses	
Weekly	30.81%	53
Monthly	22.67%	39
Twice per month	16.86%	29
Quarterly	8.72%	15
When a complaint is received	20.93%	36
Total		172

Q121: What action is taken when a violation is reported?

Answered: 174 Skipped: 46



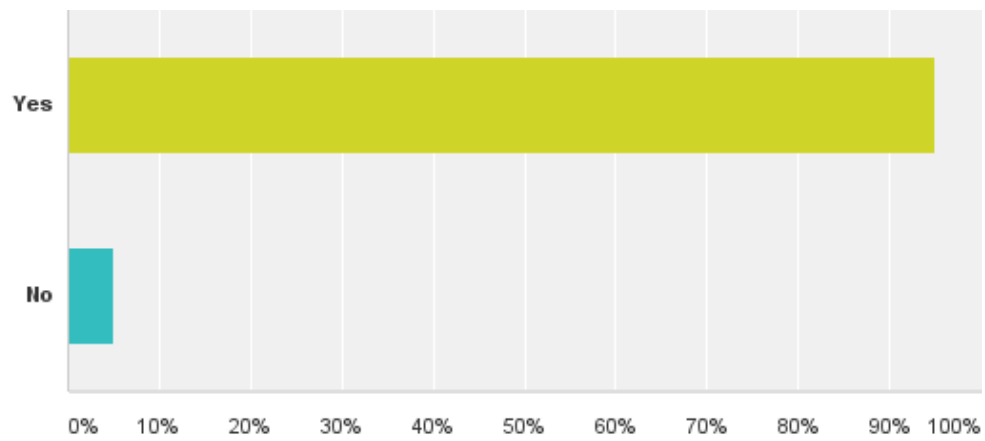
Q121: What action is taken when a violation is reported?

Answered: 174 Skipped: 46

Answer Choices	Responses	
Independent verification	19.54%	34
Notice letter sent	75.86%	132
Self-help initiated	4.60%	8
Total		174

Q122: In addition to deed restrictions, do you have Community Rules and Regulations?

Answered: 176 Skipped: 44



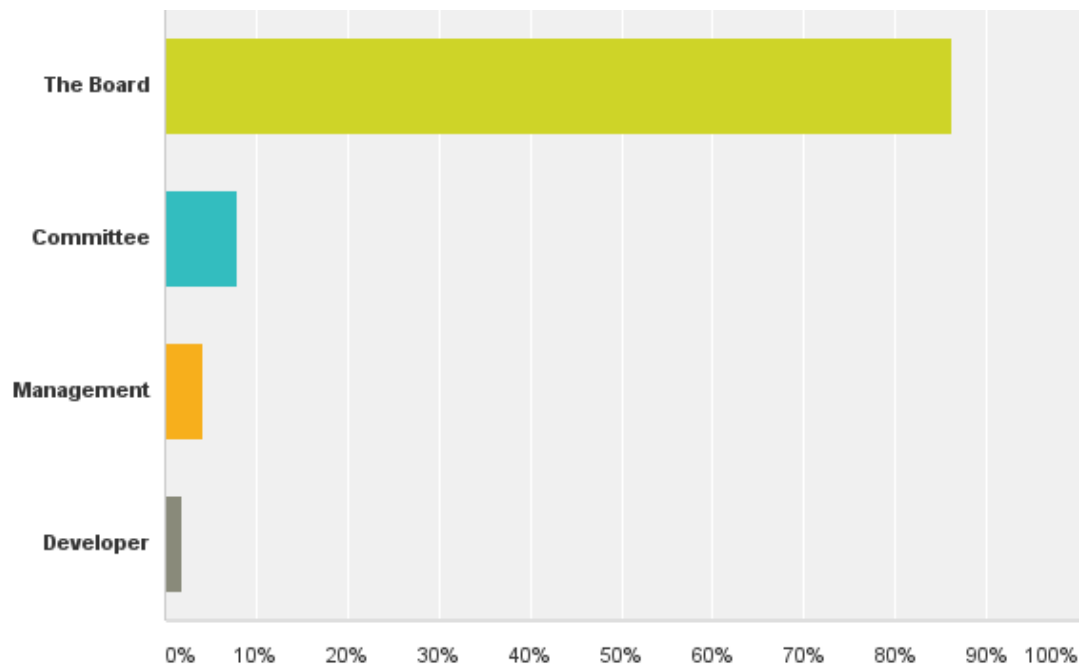
Q122: In addition to deed restrictions, do you have Community Rules and Regulations?

Answered: 176 Skipped: 44

Answer Choices	Responses	
Yes	94.89%	167
No	5.11%	9
Total		176

Q123: Who is responsible for creating the Community Rules and Regulations?

Answered: 166 Skipped: 54



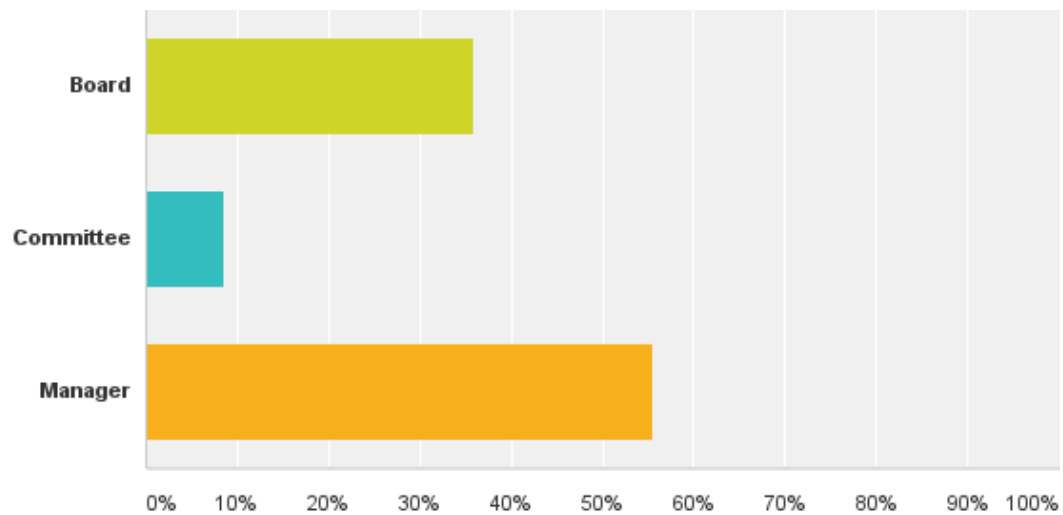
Q123: Who is responsible for creating the Community Rules and Regulations?

Answered: 166 Skipped: 54

Answer Choices	Responses	
The Board	86.14%	143
Committee	7.83%	13
Management	4.22%	7
Developer	1.81%	3
Total		166

Q124: Who is responsible for enforcement of Community Rules and deed restriction violations?

Answered: 175 Skipped: 45



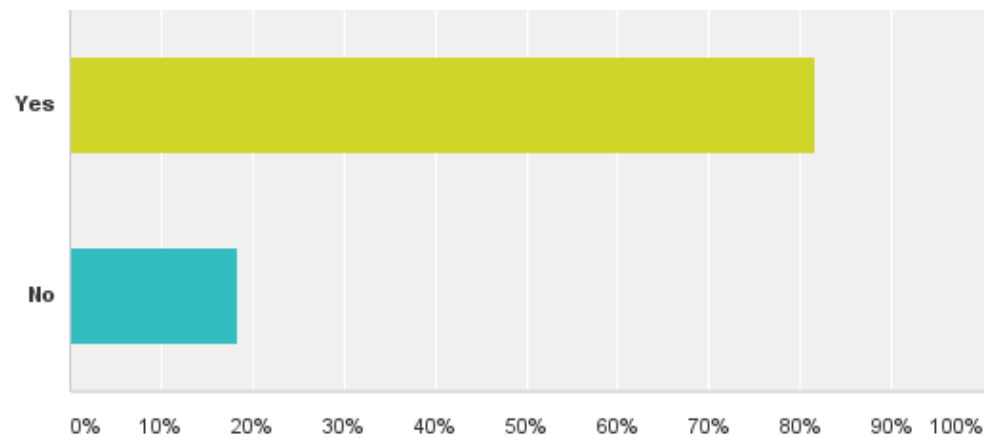
Q124: Who is responsible for enforcement of Community Rules and deed restriction violations?

Answered: 175 Skipped: 45

Answer Choices	Responses	
Board	36.00%	63
Committee	8.57%	15
Manager	55.43%	97
Total		175

Q125: Does the Association hold hearings regarding violations?

Answered: 174 Skipped: 46



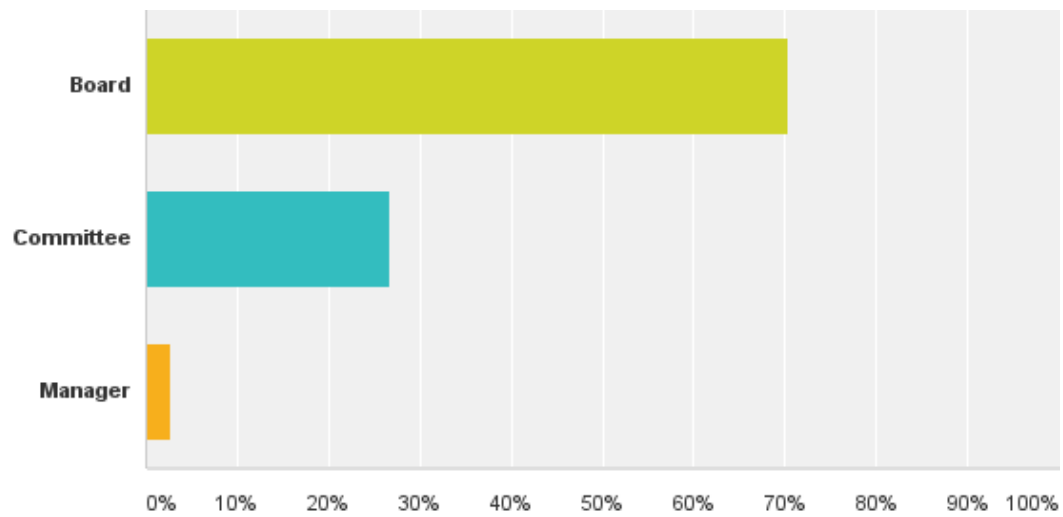
Q125: Does the Association hold hearings regarding violations?

Answered: 174 Skipped: 46

Answer Choices	Responses	
Yes	81.61%	142
No	18.39%	32
Total		174

Q126: Who conducts these hearings?

Answered: 142 Skipped: 78



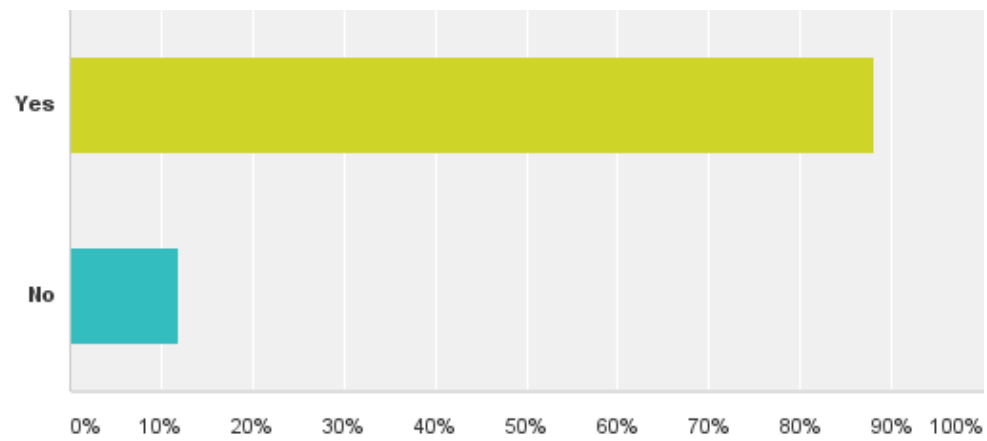
Q126: Who conducts these hearings?

Answered: 142 Skipped: 78

Answer Choices	Responses	
Board	70.42%	100
Committee	26.76%	38
Manager	2.82%	4
Total		142

Q127: Do owners have right of appeal?

Answered: 143 Skipped: 77



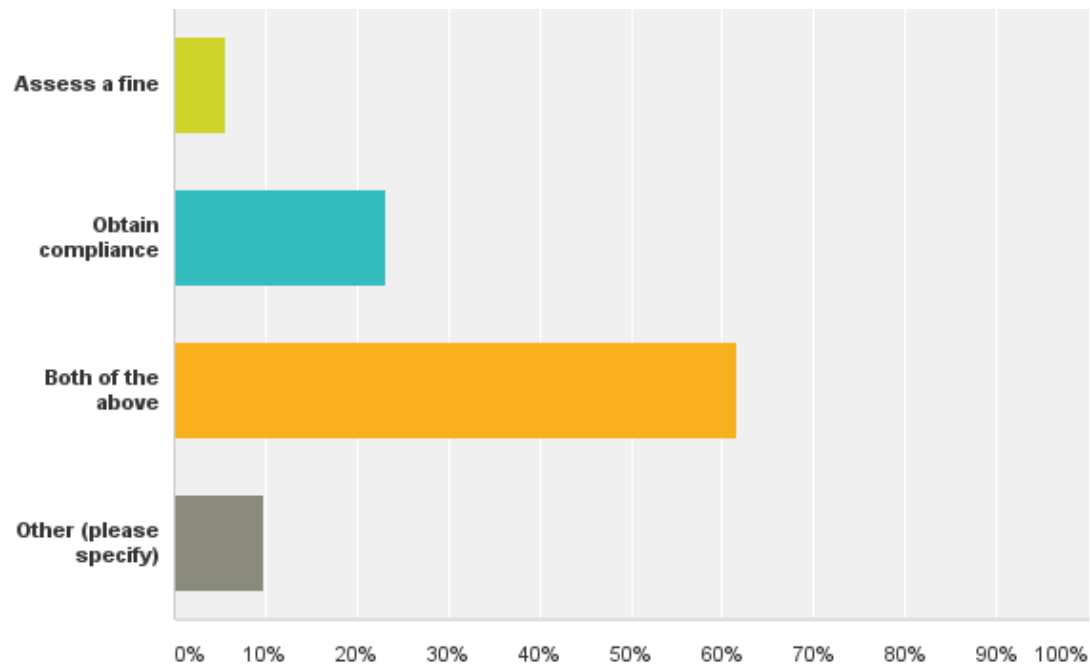
Q127: Do owners have right of appeal?

Answered: 143 Skipped: 77

Answer Choices	Responses	
Yes	88.11%	126
No	11.89%	17
Total	143	

Q128: What is the purpose of the hearing?

Answered: 143 Skipped: 77



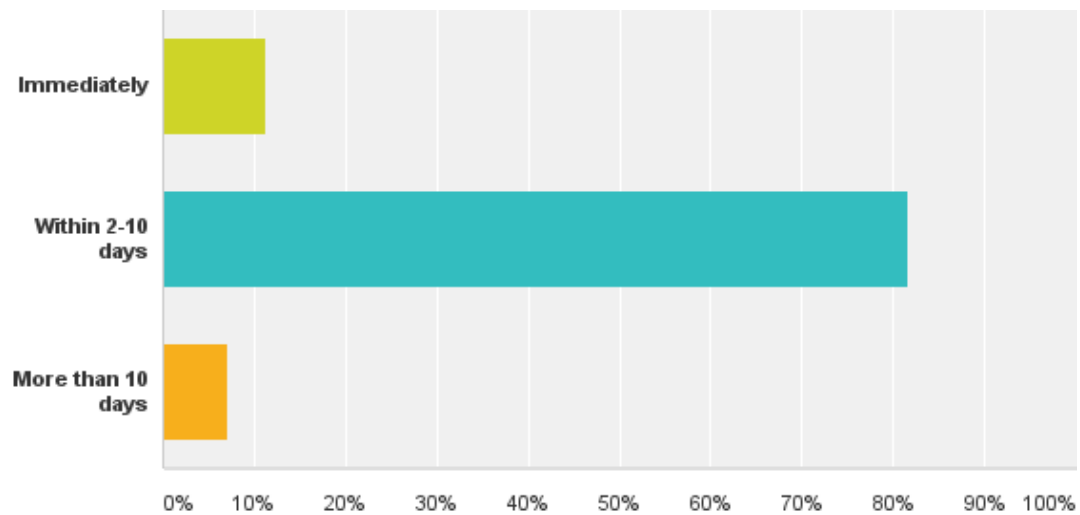
Q128: What is the purpose of the hearing?

Answered: 143 Skipped: 77

Answer Choices	Responses	
Assess a fine	5.59%	8
Obtain compliance	23.08%	33
Both of the above	61.54%	88
Other (please specify)	9.79%	14
Total		143

Q129: When is the owner advised of the hearing outcome?

Answered: 142 Skipped: 78



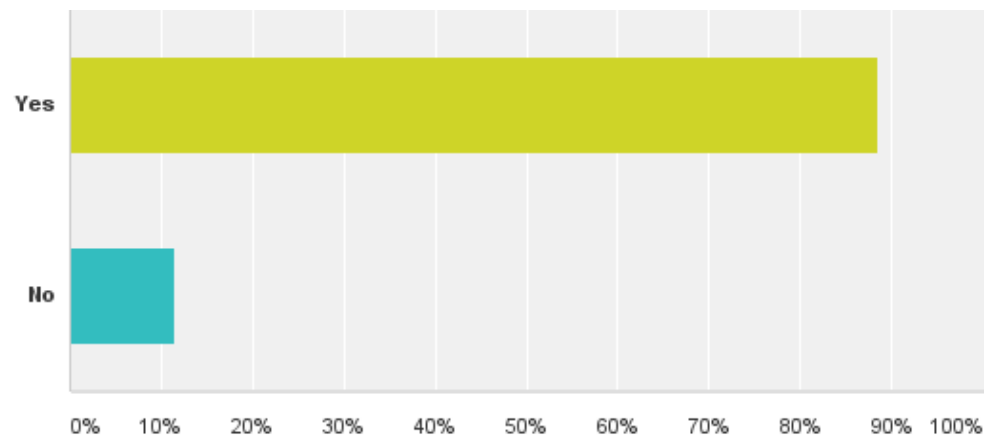
Q129: When is the owner advised of the hearing outcome?

Answered: 142 Skipped: 78

Answer Choices	Responses	
Immediately	11.27%	16
Within 2-10 days	81.69%	116
More than 10 days	7.04%	10
Total		142

Q130: Does the Association use a fining process?

Answered: 174 Skipped: 46



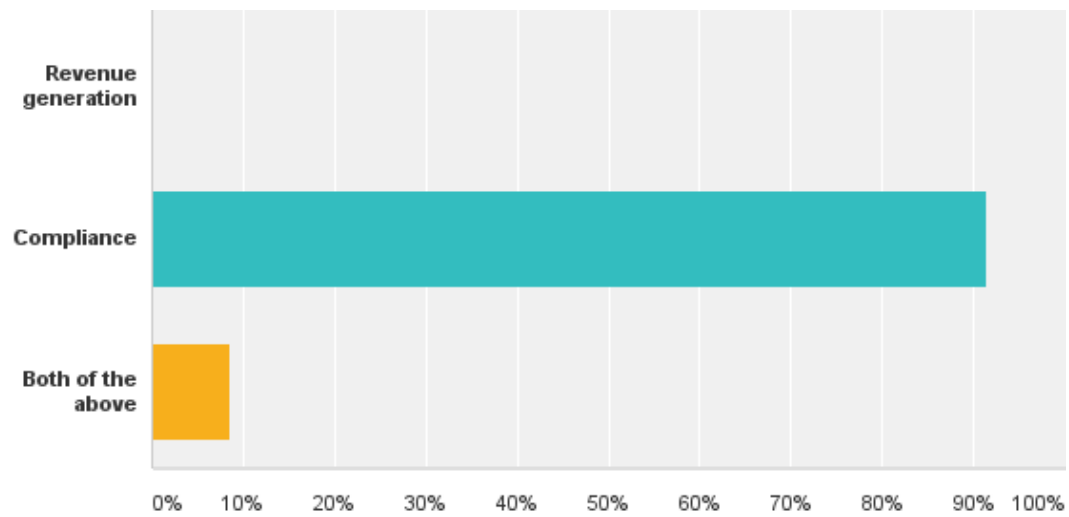
Q130: Does the Association use a fining process?

Answered: 174 Skipped: 46

Answer Choices	Responses	
Yes	88.51%	154
No	11.49%	20
Total		174

Q131: What is the purpose of your fining process?

Answered: 153 Skipped: 67



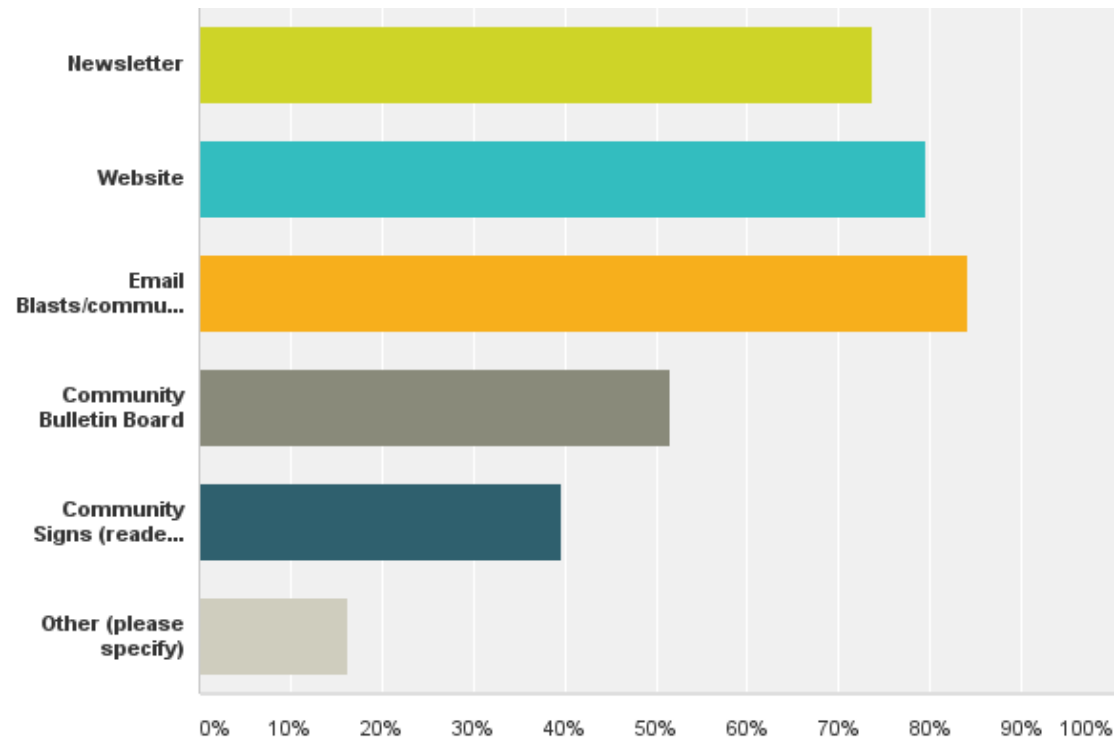
Q131: What is the purpose of your fining process?

Answered: 153 Skipped: 67

Answer Choices	Responses	
Revenue generation	0.00%	0
Compliance	91.50%	140
Both of the above	8.50%	13
Total		153

Q132: What methods does the Association use to communicate with members? (Select all that apply)

Answered: 171 Skipped: 49



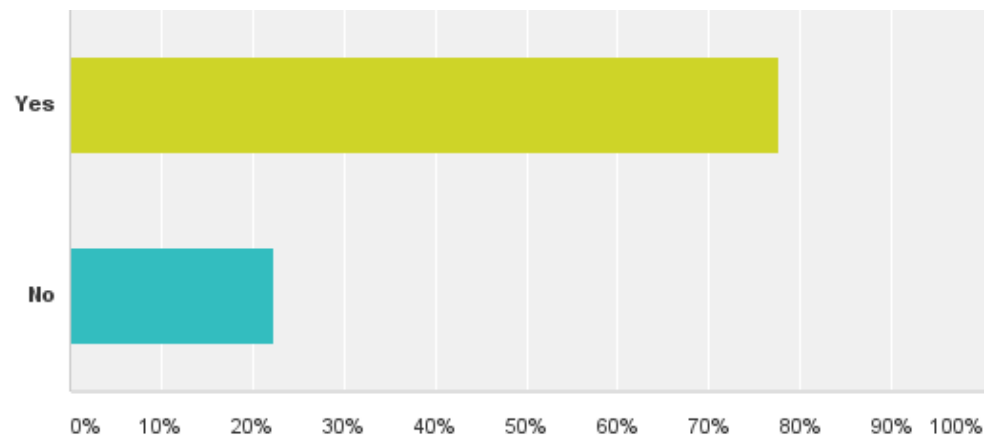
Q132: What methods does the Association use to communicate with members? (Select all that apply)

Answered: 171 Skipped: 49

Answer Choices	Responses	
Newsletter	73.68%	126
Website	79.53%	136
Email Blasts/communications	84.21%	144
Community Bulletin Board	51.46%	88
Community Signs (reader boards, LED, etc.)	39.77%	68
Other (please specify)	16.37%	28
Total Respondents: 171		

Q134: Does the Association hold community social events?

Answered: 174 Skipped: 46



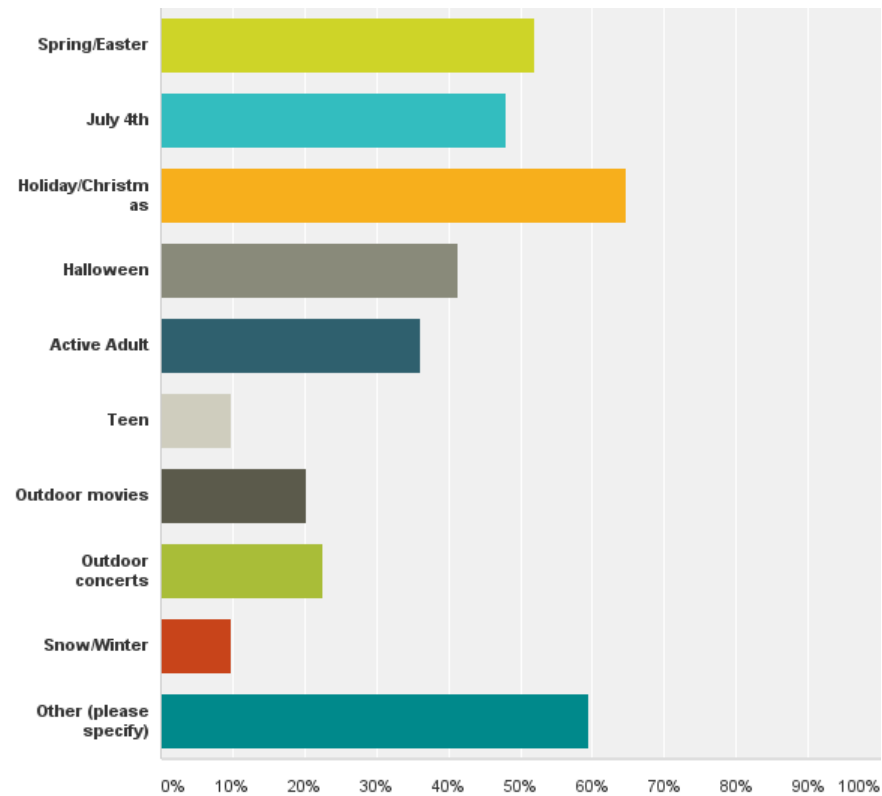
Q134: Does the Association hold community social events?

Answered: 174 Skipped: 46

Answer Choices	Responses	
Yes	77.59%	135
No	22.41%	39
Total		174

Q136: What types of events are held? (Select all that apply)

Answered: 133 Skipped: 87



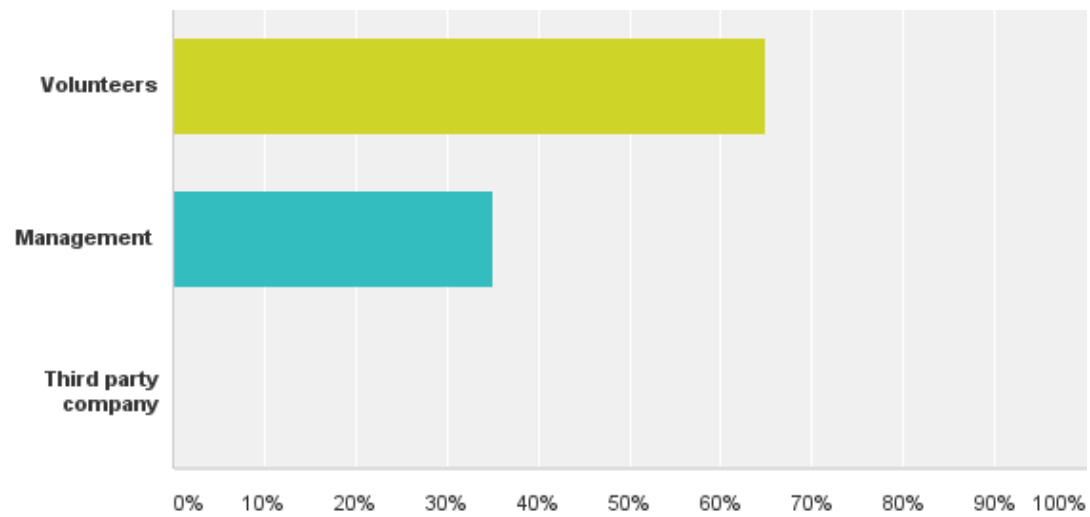
Q136: What types of events are held? (Select all that apply)

Answered: 133 Skipped: 87

Answer Choices	Responses	
Spring/Easter	51.88%	69
July 4th	48.12%	64
Holiday/Christmas	64.66%	86
Halloween	41.35%	55
Active Adult	36.09%	48
Teen	9.77%	13
Outdoor movies	20.30%	27
Outdoor concerts	22.56%	30
Snow/Winter	9.77%	13
Other (please specify)	59.40%	79
Total Respondents: 133		

Q137: Who coordinates the events?

Answered: 134 Skipped: 86



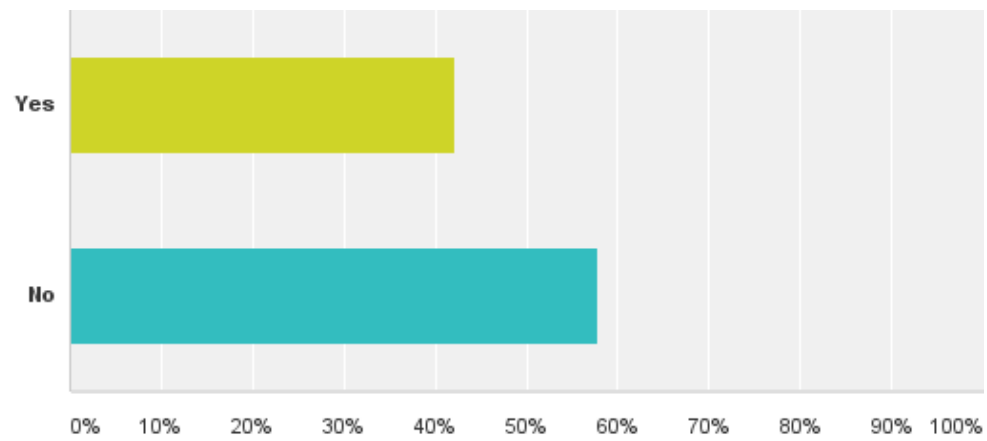
Q137: Who coordinates the events?

Answered: 134 Skipped: 86

Answer Choices	Responses	
Volunteers	64.93%	87
Management	35.07%	47
Third party company	0.00%	0
Total		134

Q138: Does the Association offer group activities?

Answered: 173 Skipped: 47



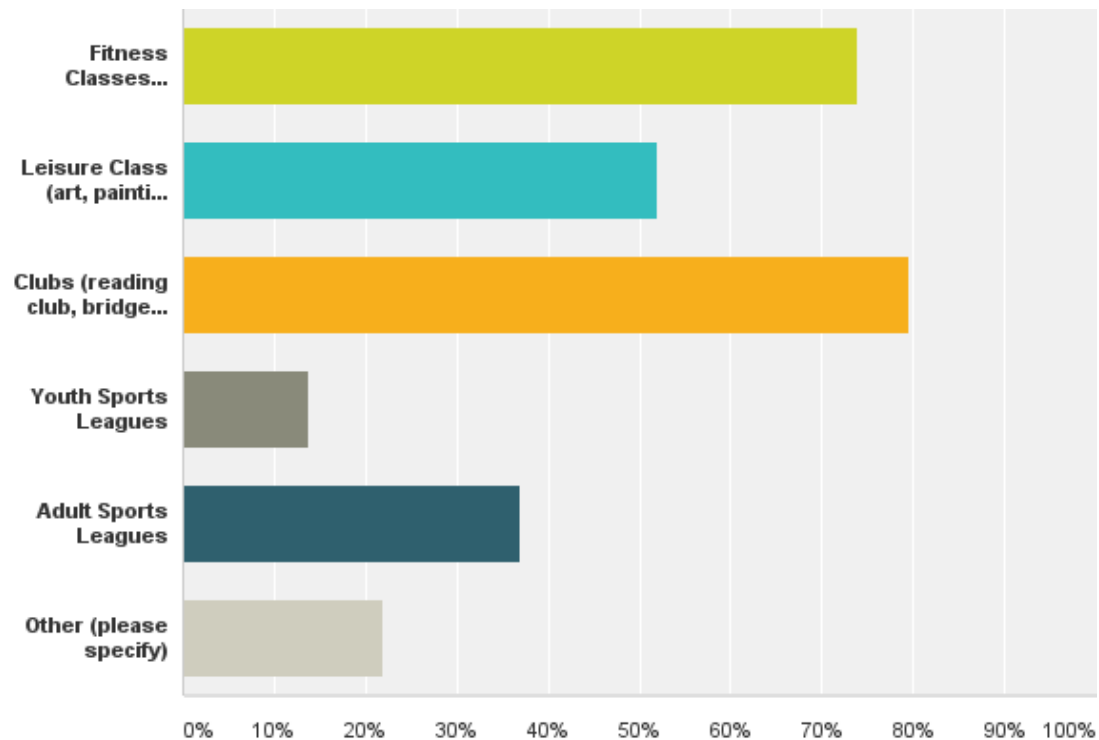
Q138: Does the Association offer group activities?

Answered: 173 Skipped: 47

Answer Choices	Responses	
Yes	42.20%	73
No	57.80%	100
Total		173

Q139: Which group activities do you offer? (Select all that apply)

Answered: 73 Skipped: 147



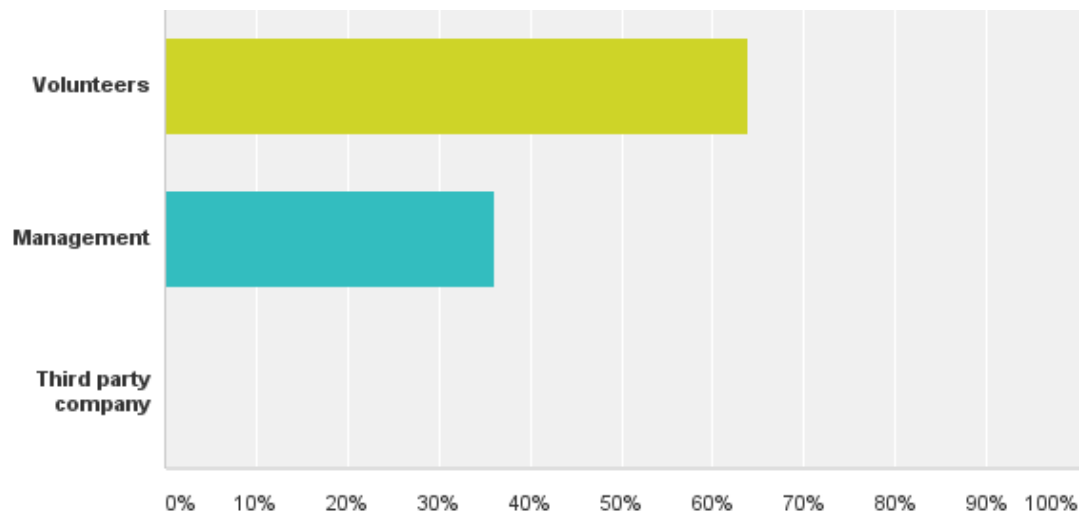
Q139: Which group activities do you offer? (Select all that apply)

Answered: 73 Skipped: 147

Answer Choices	Responses	
Fitness Classes (aerobics, weights, spin, etc.)	73.97%	54
Leisure Class (art, painting, dancing, etc.)	52.05%	38
Clubs (reading club, bridge, cards, etc.)	79.45%	58
Youth Sports Leagues	13.70%	10
Adult Sports Leagues	36.99%	27
Other (please specify)	21.92%	16
Total Respondents: 73		

Q141: Who coordinates the group activities?

Answered: 72 Skipped: 148



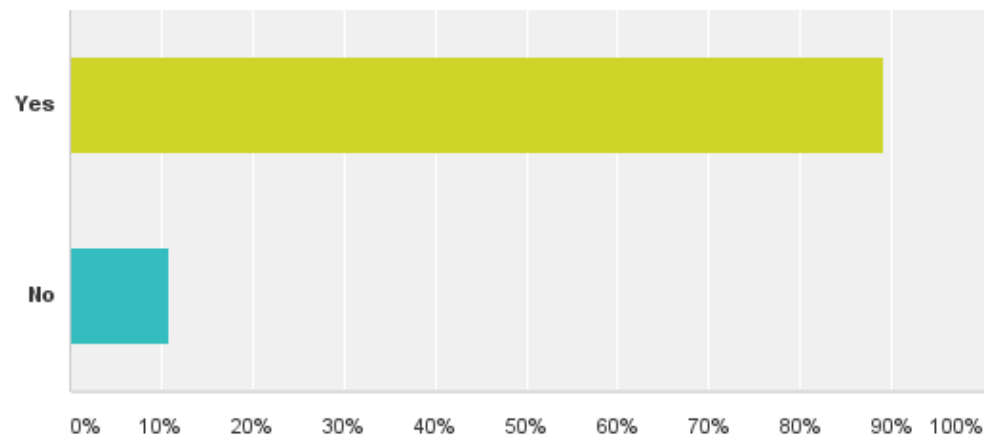
Q141: Who coordinates the group activities?

Answered: 72 Skipped: 148

Answer Choices	Responses	
Volunteers	63.89%	46
Management	36.11%	26
Third party company	0.00%	0
Total		72

Q142: Does the Association perform maintenance operations?

Answered: 73 Skipped: 147



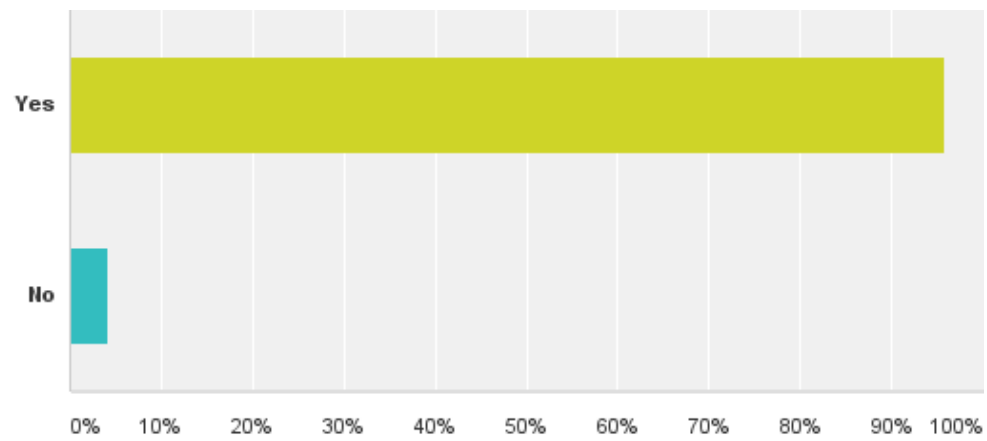
Q142: Does the Association perform maintenance operations?

Answered: 73 Skipped: 147

Answer Choices	Responses	
Yes	89.04%	65
No	10.96%	8
Total		73

Q143: Does the Association perform maintenance on Common Areas and Common Elements?

Answered: 164 Skipped: 56



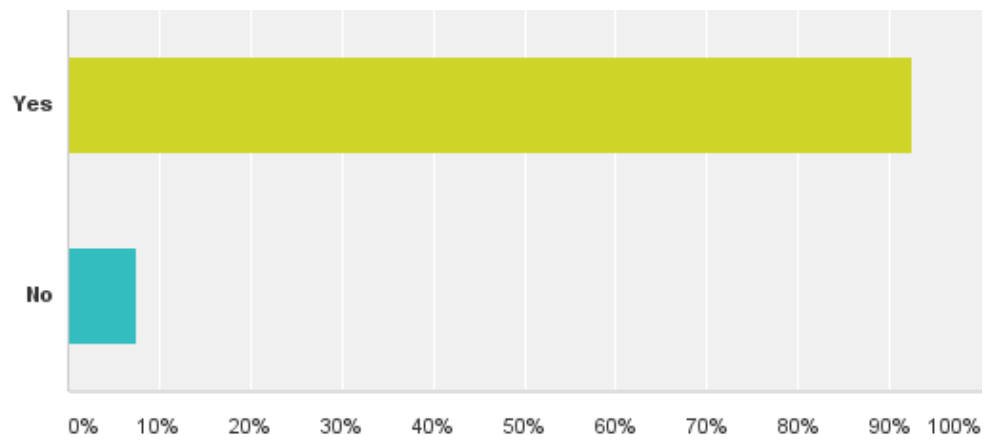
Q143: Does the Association perform maintenance on Common Areas and Common Elements?

Answered: 164 Skipped: 56

Answer Choices	Responses	
Yes	95.73%	157
No	4.27%	7
Total		164

Q144: Is Common Area/Common Element maintenance required by your governing documents?

Answered: 158 Skipped: 62



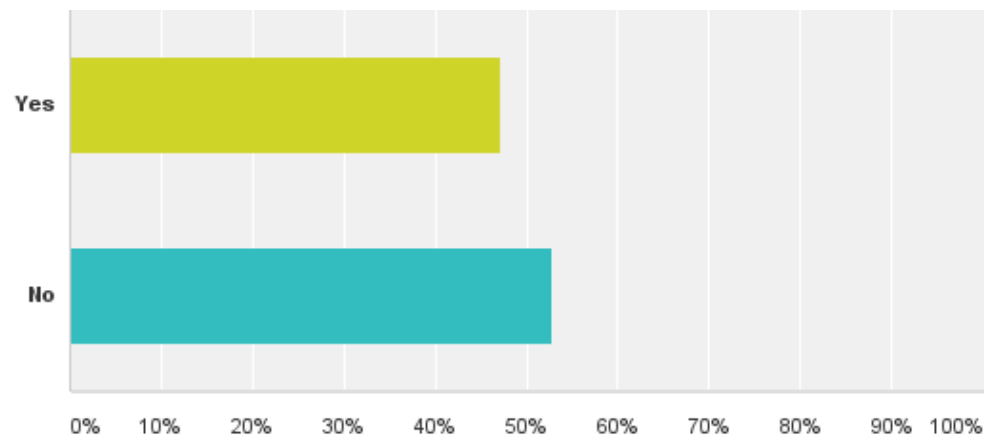
Q144: Is Common Area/Common Element maintenance required by your governing documents?

Answered: 158 Skipped: 62

Answer Choices	Responses	
Yes	92.41%	146
No	7.59%	12
Total		158

Q145: Does the Association do maintenance on Residential Buildings/Units?

Answered: 163 Skipped: 57



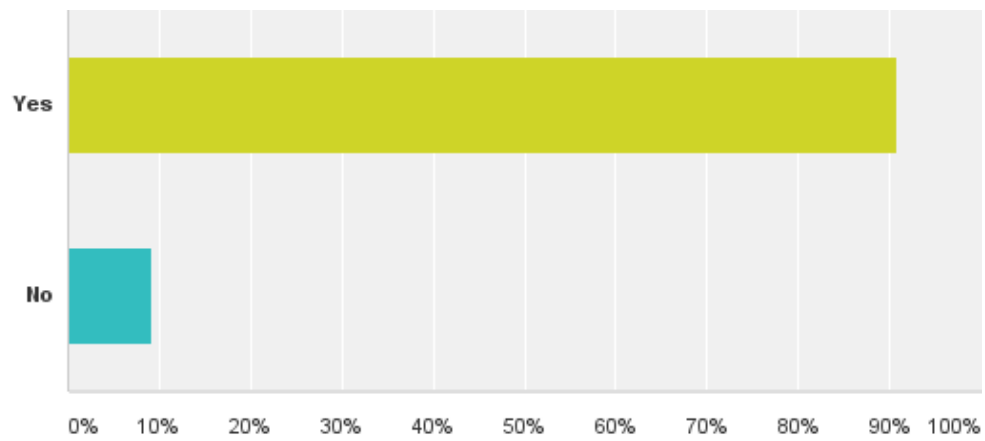
Q145: Does the Association do maintenance on Residential Buildings/Units?

Answered: 163 Skipped: 57

Answer Choices	Responses	
Yes	47.24%	77
No	52.76%	86
Total		163

Q146: Is maintenance on residential buildings/units required by your governing documents?

Answered: 77 Skipped: 143



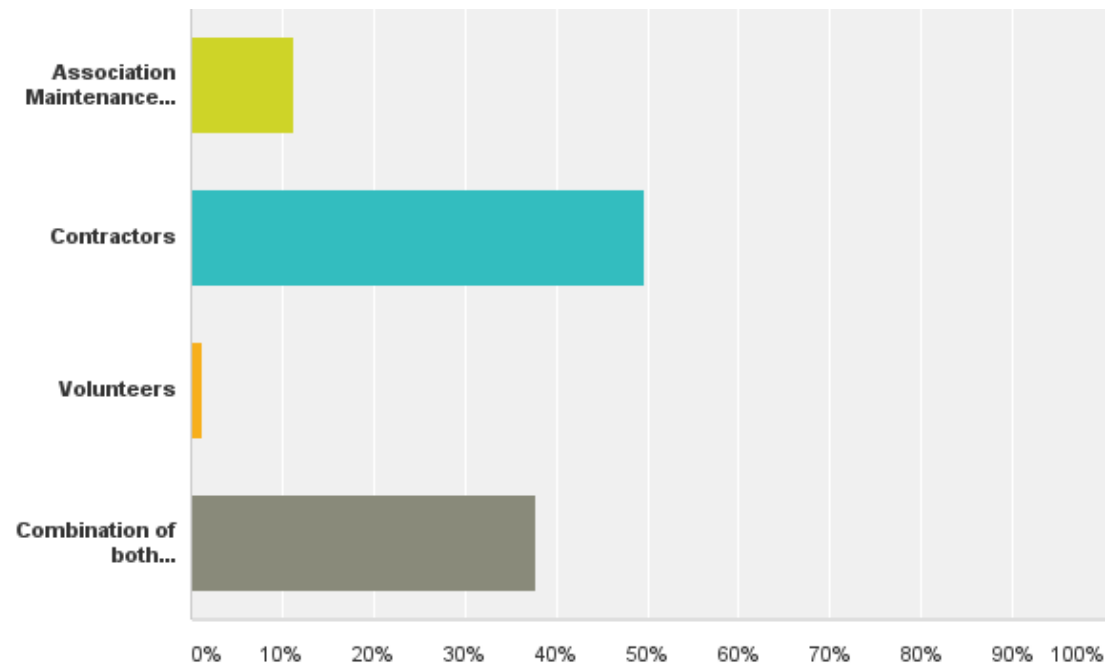
Q146: Is maintenance on residential buildings/units required by your governing documents?

Answered: 77 Skipped: 143

Answer Choices	Responses	
Yes	90.91%	70
No	9.09%	7
Total		77

Q147: Who does the maintenance work?

Answered: 161 Skipped: 59



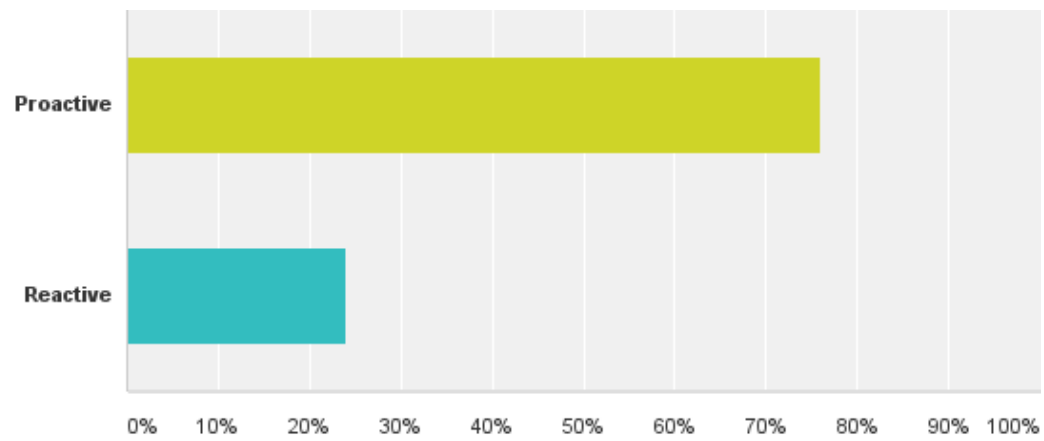
Q147: Who does the maintenance work?

Answered: 161 Skipped: 59

Answer Choices	Responses
Association Maintenance Staff	11.18% 18
Contractors	49.69% 80
Volunteers	1.24% 2
Combination of both Association Maintenance Staff and Contractors (please elaborate)	37.89% 61
Total	161

Q148: Which of the following best describes your maintenance efforts?

Answered: 162 Skipped: 58



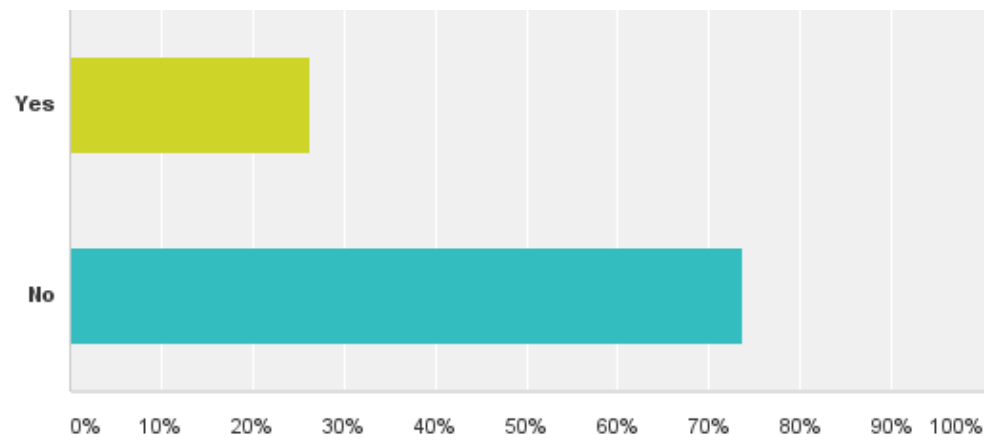
Q148: Which of the following best describes your maintenance efforts?

Answered: 162 Skipped: 58

Answer Choices	Responses	
Proactive	75.93%	123
Reactive	24.07%	39
Total		162

Q150: Does the Association have an Operational Maintenance Manual?

Answered: 156 Skipped: 64



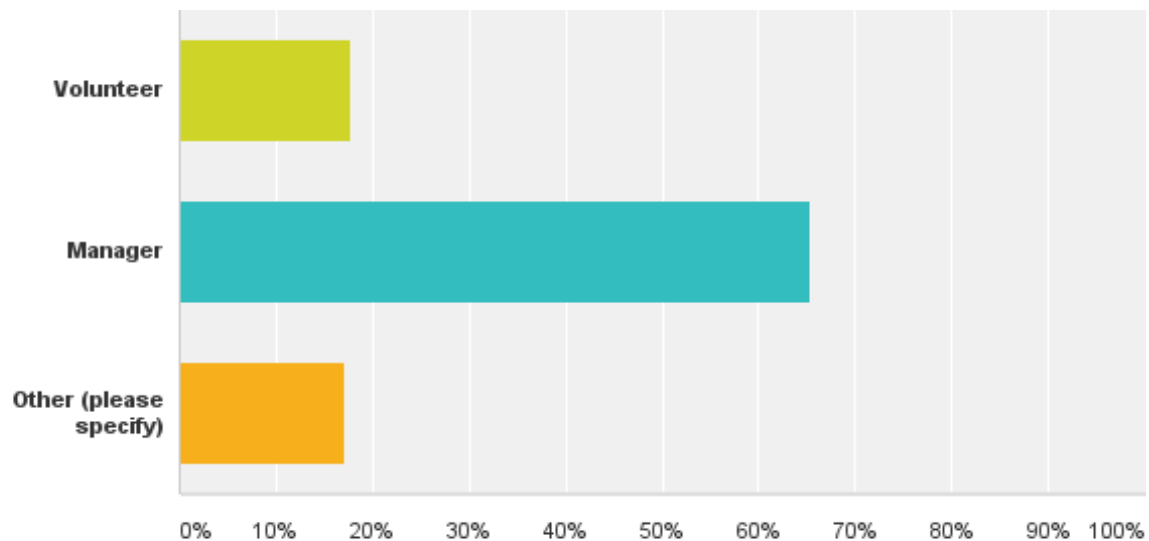
Q150: Does the Association have an Operational Maintenance Manual?

Answered: 156 Skipped: 64

Answer Choices	Responses	
Yes	26.28%	41
No	73.72%	115
Total		156

Q152: Please tell us who completed this survey response

Answered: 170 Skipped: 50



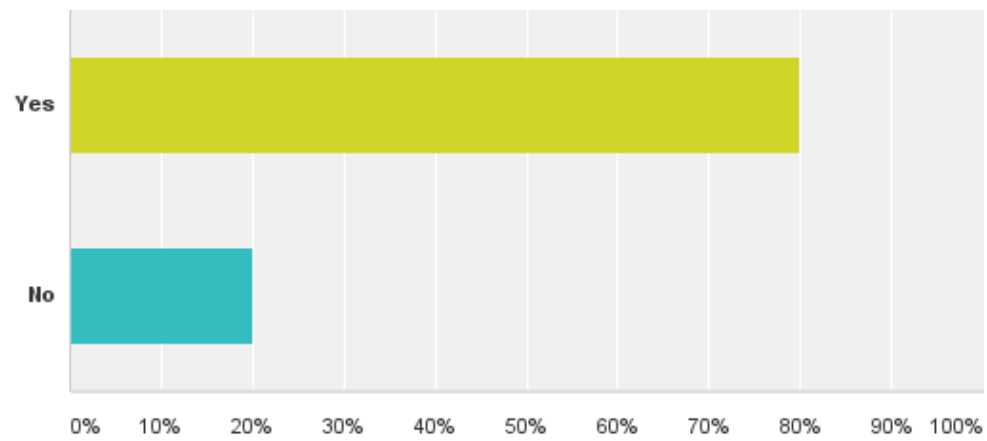
Q152: Please tell us who completed this survey response.

Answered: 170 Skipped: 50

Answer Choices	Responses	
Volunteer	17.65%	30
Manager	65.29%	111
Other (please specify)	17.06%	29
Total		170

Q153: May we contact you for clarification of your responses?

Answered: 169 Skipped: 51



Q153: May we contact you for clarification of your responses?

Answered: 169 Skipped: 51

Answer Choices	Responses	
Yes	79.88%	135
No	20.12%	34
Total		169