

An aerial photograph of a residential neighborhood, likely in Japan, showing a dense cluster of houses with grey tiled roofs. A river flows along the right side of the neighborhood, and a multi-lane bridge crosses it. The image is overlaid with a semi-transparent teal filter.

Community Associations Remain Preferred Places to Call Home

2022 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 NINTH TIME IN 17 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 (67%) or neutral (22%).

87% say members of their elected governing board absolutely or for the most part, strive to serve the best interests of the community as a whole.

74% say the manager provides value and support to residents and the community as a whole.

68% say the rules in the community protect and enhance property values.

The April 2022 survey affirms the findings of almost identical national surveys conducted every other year since 2005. The 2022 survey was conducted by Zogby Analytics for the Foundation for Community Association Research. The findings from the surveys throughout the years are strikingly consistent and rarely vary a standard margin error for national, demographically representative surveys.

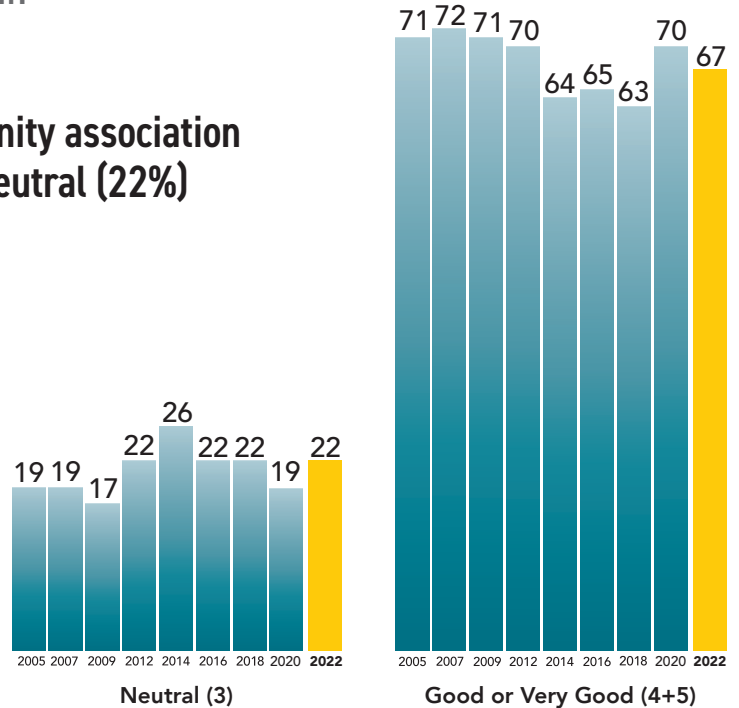
The following illustrations compare results from the eight surveys conducted since 2005. Totals may not equal 100 percent due to rounding and "don't know" answers.

For more information and data about community associations, visit foundation.caionline.org.

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 (67%) or neutral (22%)

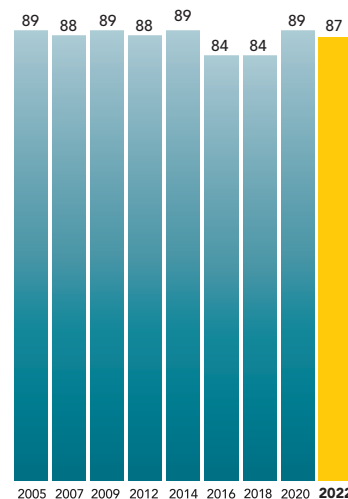


Overall, would you say you are on friendly terms with your current community association board, or would you say you are on unfriendly terms with them?



87% say they are on **friendly terms** with their association board

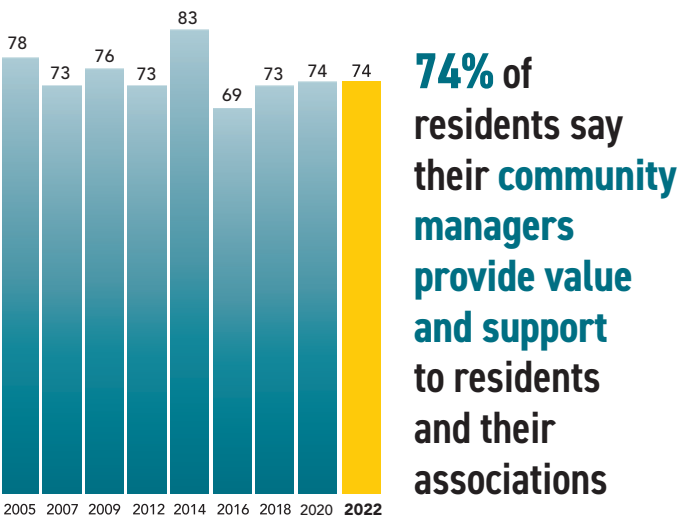
Do you think the members of your elected governing board strive to serve the best interests of the community as a whole?



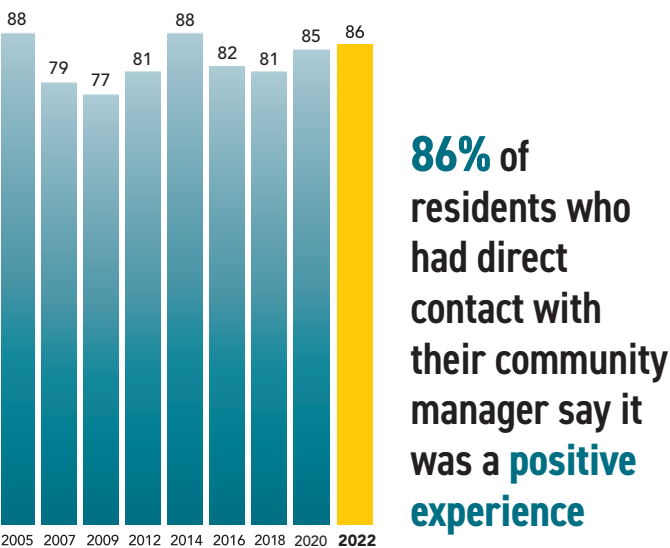
87% say members of their elected governing board “absolutely” or “for the most part” **serve the best interests** of their communities

Community Managers

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



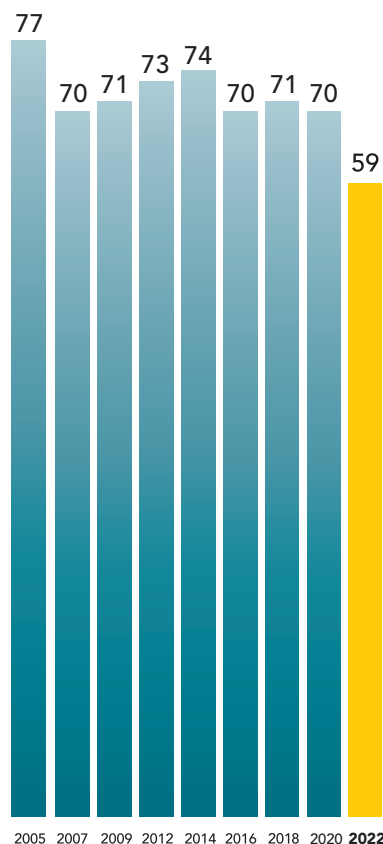
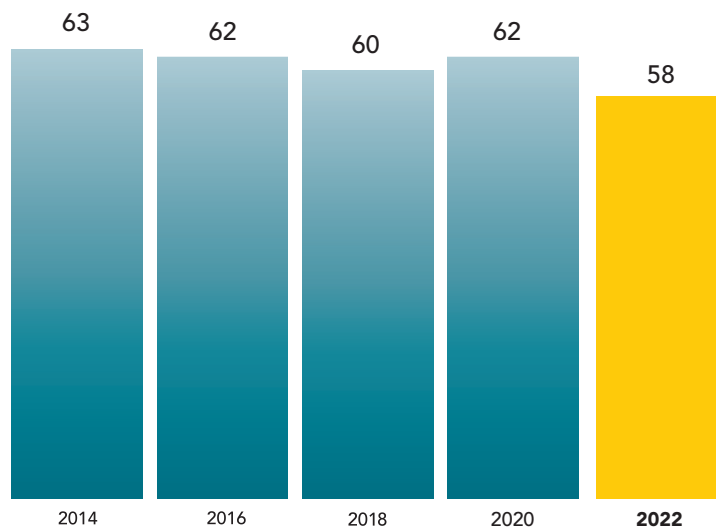
Was direct interaction with your community manager generally a positive experience?



Assessments

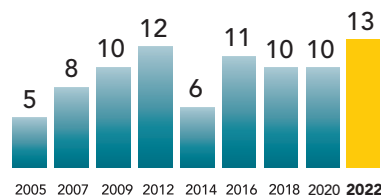
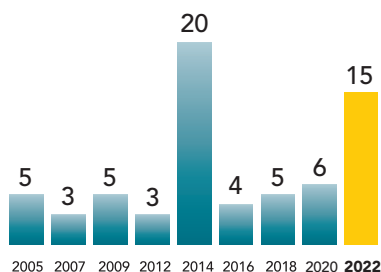
Thinking about the amount of your overall assessments that you pay for the services provided by your association, do you feel the amount of your assessments is too much, too little, or just the right amount?

58% of residents say their association assessments are “just the right amount”—or “too little”



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

59% 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



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

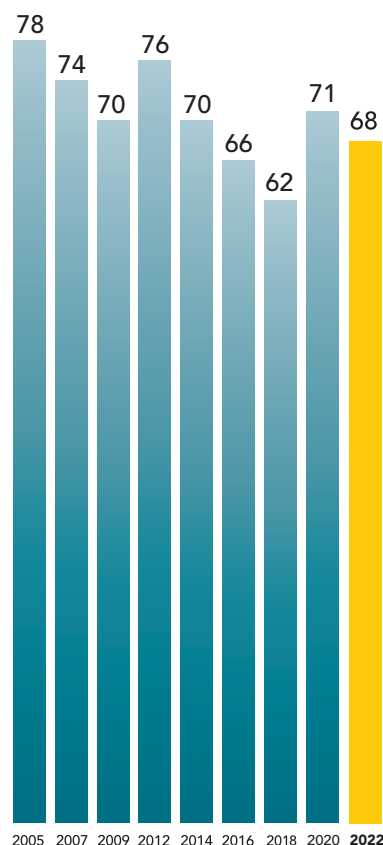
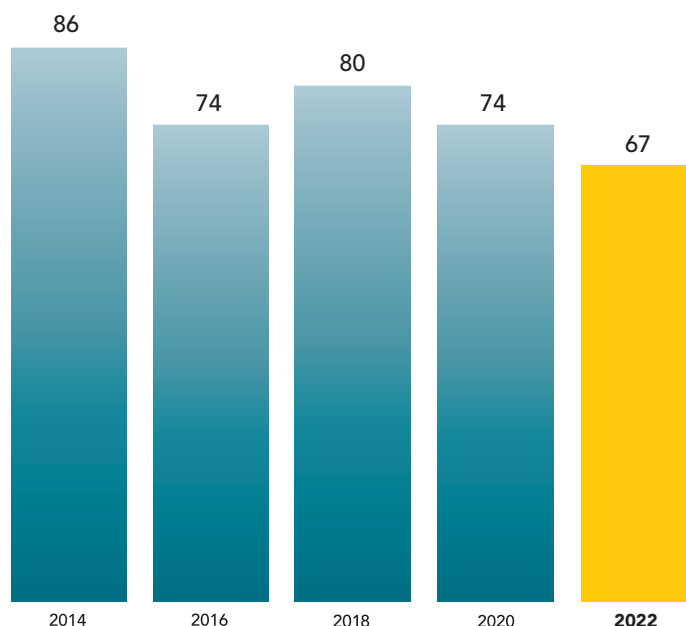
Make up the loss by increasing assessments for paying homeowners

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

Community Association Governance

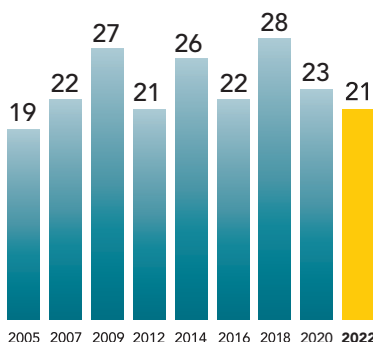
The governance of community associations is subject to differing state laws and regulations. Would you like to see more or less government control of these associations, or would you prefer no change?

67% 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?

89% of residents say their association's **rules protect and enhance property values** (68%) or have a neutral effect (21%); only 7% say the rules harm property values



Protect and enhance

No difference

Community Association Superlatives

Best aspects of living in a community association, average top responses from 2005–2022

Clean/attractive neighborhood (21%)
Safe neighborhood (20%)
Nothing bad (17%)
Maintenance-free neighborhood (17%)
Property values (11%)
Responsible neighbors (8%)
Everybody knows the rules (8%)
Amenities like swimming pools and tennis courts (7%)
Quiet neighborhood (5%)
You have a say in the rules (3%)

Worst aspects of living in a community association, average top responses from 2005–2022

Restrictions on exterior home improvements (18%)
Paying dues (18%)
The rules (11%)
Restrictions on parking (10%)
Dealing with neighbors/ members (8%)
Dissatisfaction with the board (7%)
Restrictions on landscaping (7%)
Nothing good (6%)
Meetings (2%)





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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.

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