

# INDUSTRY DATA

## COMMUNITY ASSOCIATIONS AND COVID-19 IMPACT

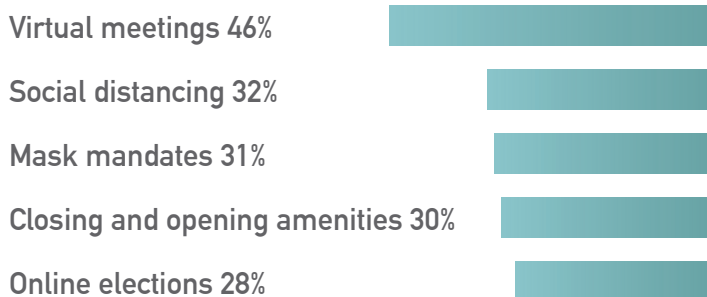
When COVID-19 began to spread across the U.S., community associations established remote meetings, closed common areas and amenities, shared information, and connected neighbors who needed help.

Nearly two years later, a new report examines the pandemic's long-term impact on community associations. The statistics are part of the biennial Homeowner Satisfaction Survey conducted by the Foundation for Community Association Research commissioned by Zogby International to poll people living in community associations, asking about their experience.

Has your overall satisfaction with your community been higher, lower, or about the same during the COVID-19 pandemic?

**91%** say **higher** (21%) or **about the same** (70%)

What changes has your board of directors made to address the challenges of the pandemic in your community?



Has conflict increased, decreased, or stayed the same in your community during the COVID-19 pandemic?



What COVID-related issues, if any, have caused conflict in your community?

Closing/Opening amenities **40%** Mask Mandates **37%**

What silver linings have you noticed in your community during the pandemic?

**32%** More neighborly outreach and support

**29%** Increased communication

**25%** Fewer neighbor disputes

For additional information on COVID-19 and its impact on community associations, we recommend CAI's [Coronavirus Resource Webpage](#) for free resources, frequently asked questions, and best practices.

The Foundation for Community Association Research provides authoritative research and analysis on community association trends, issues, and operations.

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