

# Preferred Places to Call Home

## RESIDENT PERSPECTIVES ON COMMUNITY ASSOCIATION LIVING

Research-driven insights on resident satisfaction,  
governance, and community life



# Community Associations Remain Popular with American Homeowners

For the past 21 years, the Foundation for Community Association Research has conducted a biennial Homeowner Satisfaction Survey to gauge the experiences and opinions of residents living in community associations nationwide. Commissioned by the Foundation, Zogby Analytics has led the survey across multiple editions, using consistent methodology and questions over time to benchmark results and track trends year over year.

The 2026 survey, conducted between February 26 and March 14, targeted a broad spectrum of homeowners and condominium association members. A total of 3,000 respondents participated, providing a nationally representative sample with a margin of error of +/- 1.8 percentage points at a 95% confidence level. This rigorous methodology ensures that the data is demographically reflective of the adult population residing in community associations across the U.S.

The survey results offer valuable insights into key aspects of community association living, including resident satisfaction, board engagement, and governance practices. By using the same set of questions every other year, we are able to benchmark shifts in sentiment and satisfaction, providing a clear picture of how community associations impact quality of life, property values, and neighborhood dynamics over time.

To explore the full findings and see how the 2026 results compare to previous years, visit the dashboard on the Foundation's website at [foundation.caionline.org/hss](https://foundation.caionline.org/hss).



**THE RESULTS ARE IN!**  
For the eleventh time in 21 years, Americans living in homeowners associations, condominiums, and housing cooperatives say they're overwhelmingly satisfied in their communities.

**86%** of residents rate their overall community association experience as very good or good (63%) or neutral (23%).

**82%** 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.

**77%** of residents say they get along well or very well with their immediate neighbors.

**75%** say the manager provides value and support to residents and the community as a whole.

**66%** of respondents attend board meetings, indicating healthy community engagement.

**65%** say the rules in the community protect and enhance property values.

**64%** would attend even more frequently if remote options were consistently available.

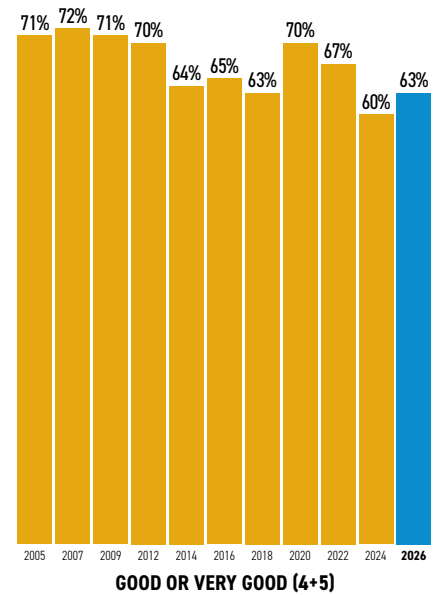
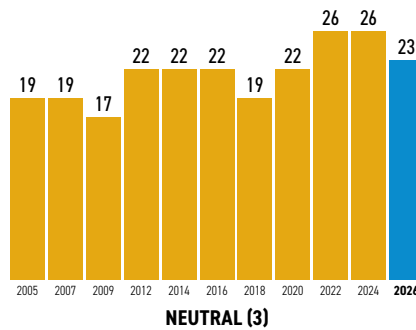
# Community Connections and Overall Resident Experience

Community associations foster more than shared spaces—they create opportunities for connection, engagement, and support among residents. The 2026 survey findings show that positive neighbor relationships and participation in community activities are closely linked to stronger feelings of belonging, greater well-being, and overall satisfaction. Together, these factors help shape a more connected and resilient community experience.

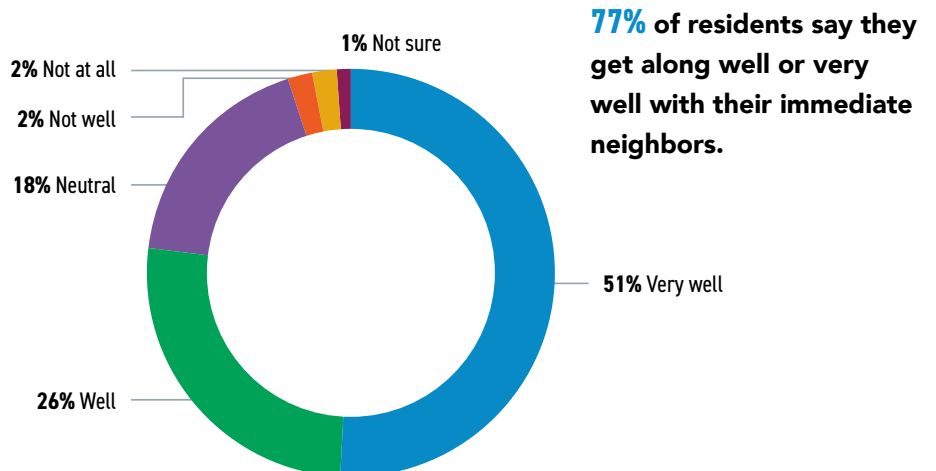


On a scale of one to five, with one being very bad and five being very good, how would you rate your overall experience living in a community association?

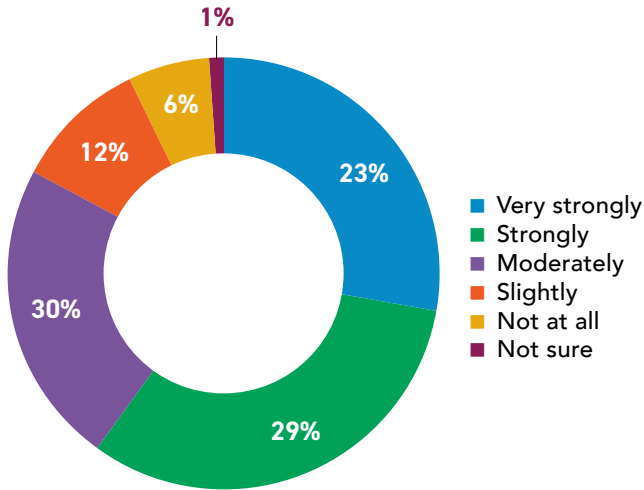
**86%** of residents rate their overall community association experience as good or very good (63%) or neutral (23%).



On a scale of 1 to 5, with 1 being not at all and 5 being very well, how well would you say you get along with your immediate neighbors?

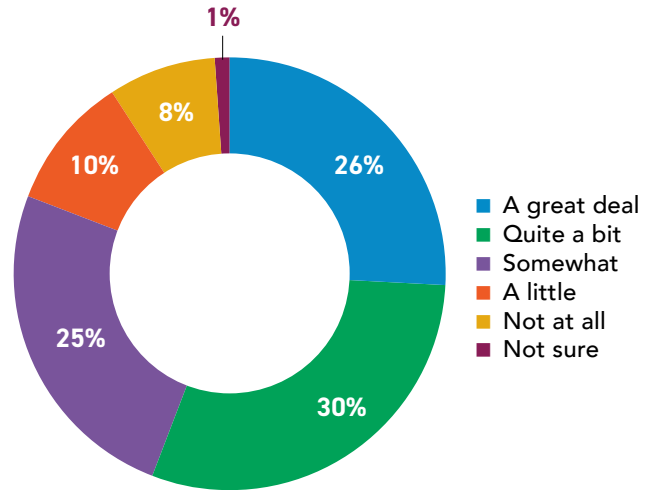


How strongly do you feel a sense of belonging in your community?



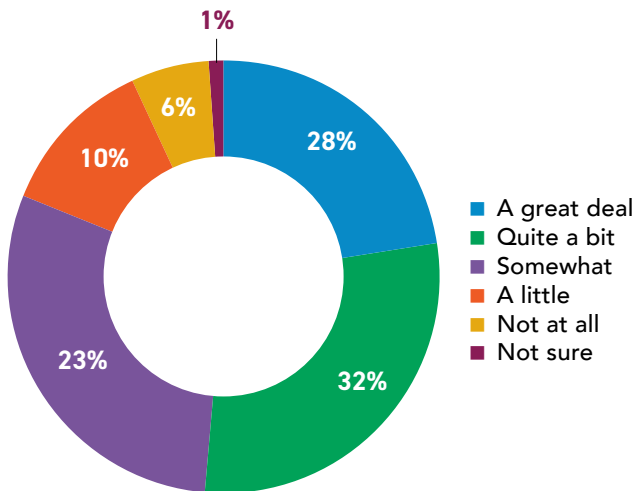
A sense of belonging is felt by **82%** of residents, with more than half (52%) saying they feel it strongly.

How much do your relationships with neighbors contribute to your overall happiness living in your community?



**56%** of residents say their relationships with neighbors contribute a great deal or quite a bit to their overall happiness, and **81%** say they contribute at least somewhat.

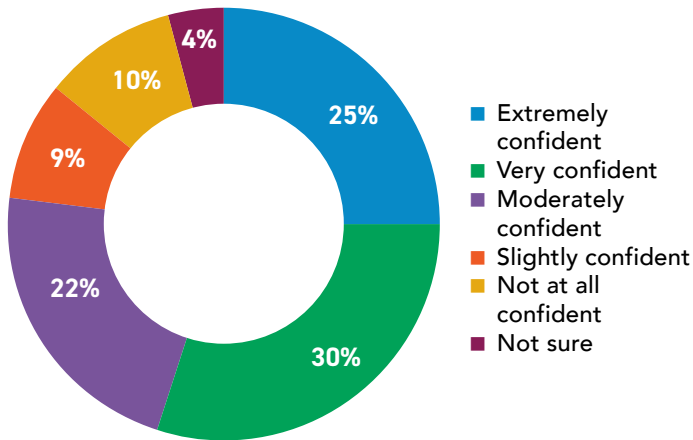
To what extent do positive interactions with neighbors contribute to your personal well-being or peace of mind?



**60%** of residents say positive interactions with neighbors contribute a great deal or quite a bit to their personal well-being or peace of mind, and **83%** say they contribute at least somewhat.

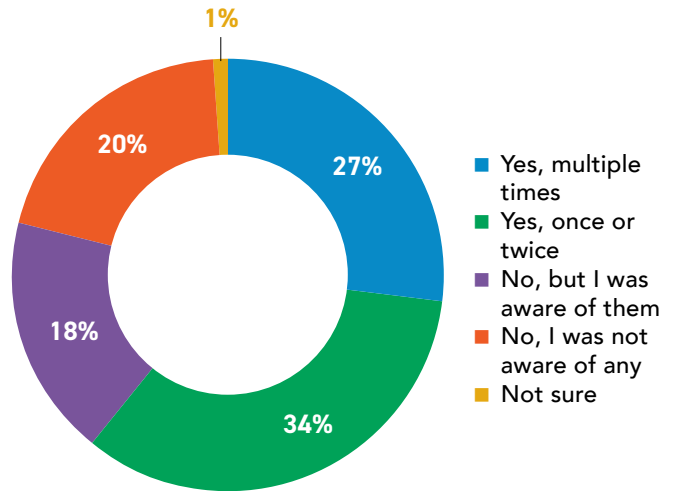


If you experienced a personal hardship or emergency, how confident are you that neighbors in your community would offer support?



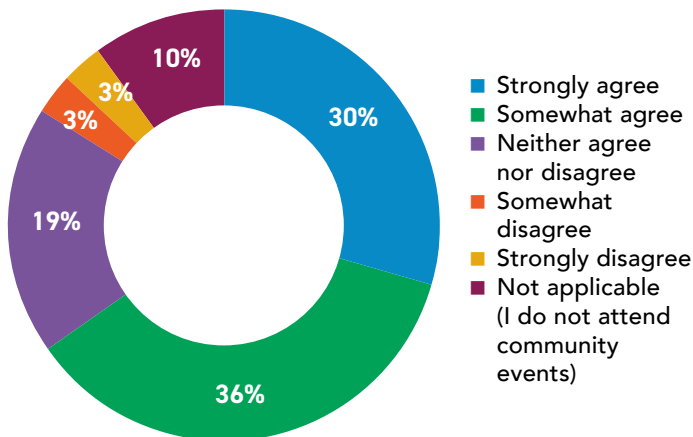
More than half of residents (55%) are extremely or very confident their neighbors would offer support during a personal hardship or emergency, with 77% at least moderately confident.

In the past 12 months, have you participated in any community social events or activities?



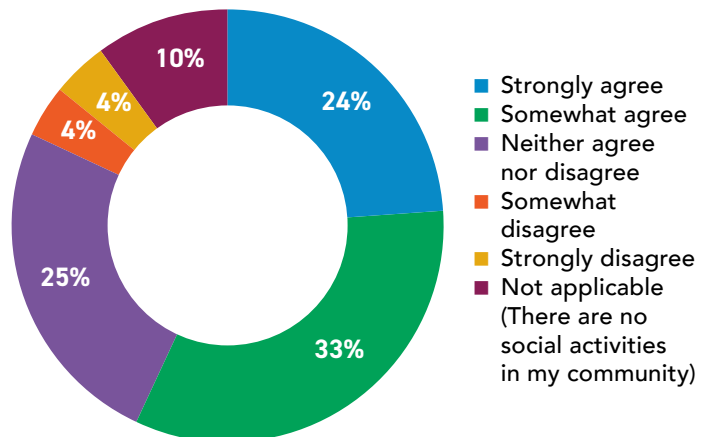
61% of residents participated in community social events or activities in the past year, including 27% who participated multiple times.

To what extent do you agree or disagree with the following statement? Attending community events makes me feel like I belong in this community.



Two-thirds of residents (66%) say attending community events makes them feel like they belong in their community.

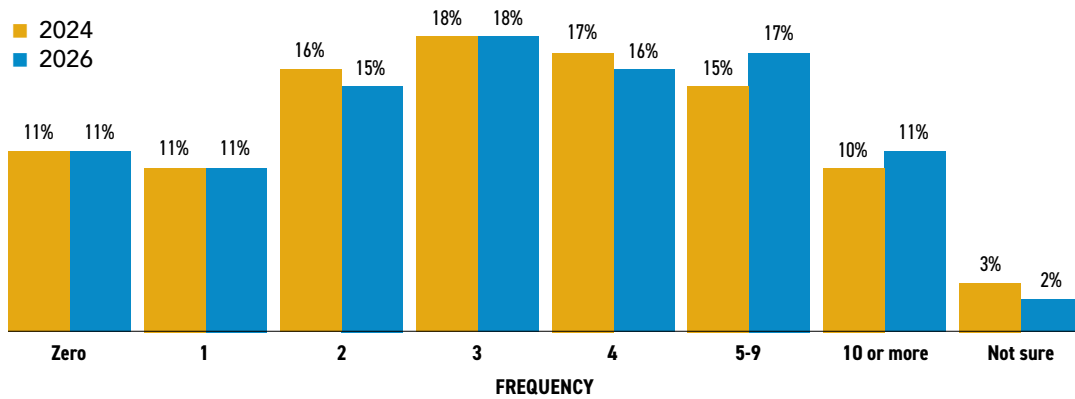
To what extent do you agree or disagree with the following statement? Overall, social activities in this community improve my personal well-being.



57% of residents agree that social activities in their community improve their personal well-being.

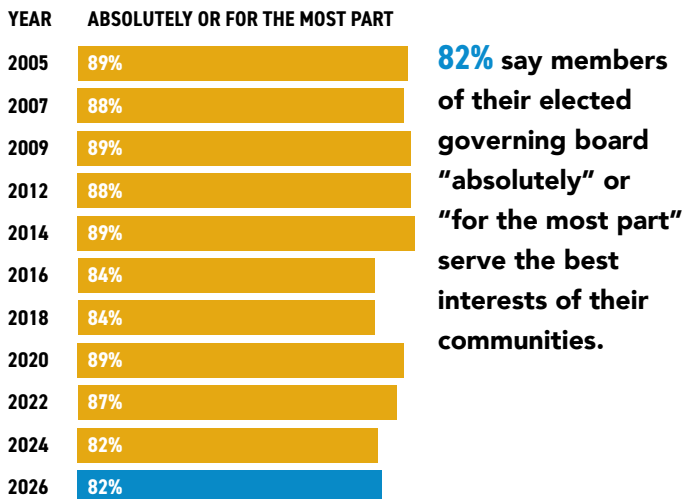
# Effective Board Leadership

How many times per year, on average, would you say you have contact with your community association board?

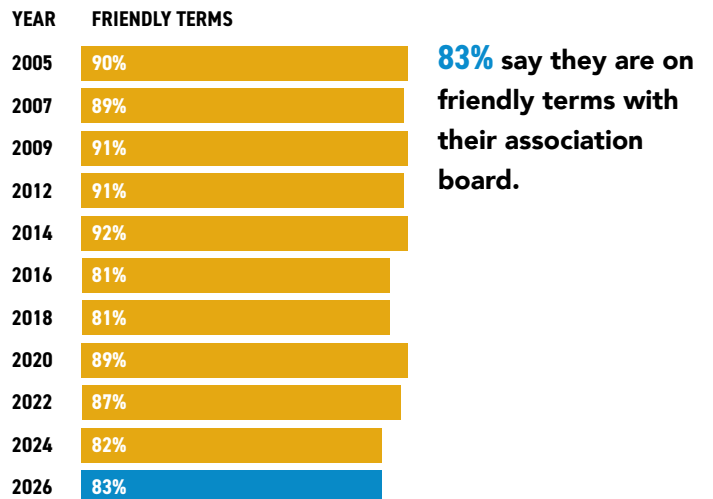


On average, community association residents connect about **four** times per year with their community's governing board.

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

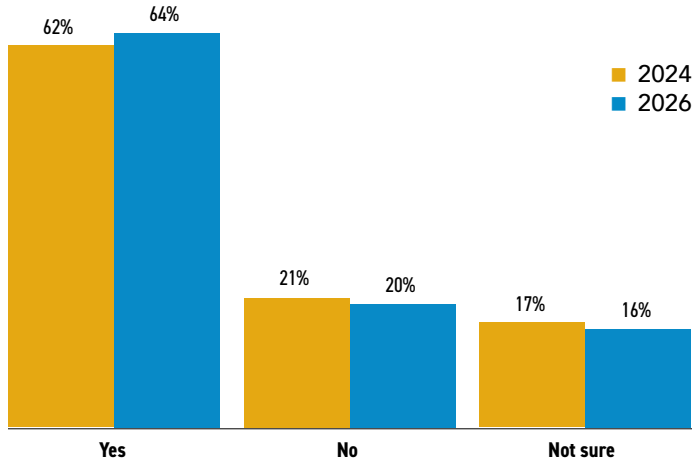


Overall, would you say you are on friendly terms with your current community association board, or would you say you are on unfriendly terms with them?

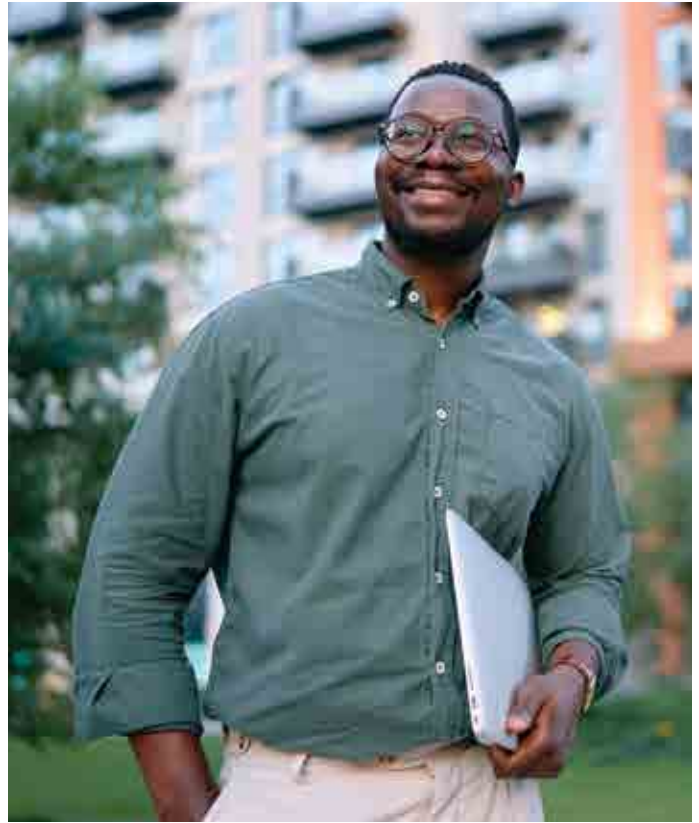


# Community Managers

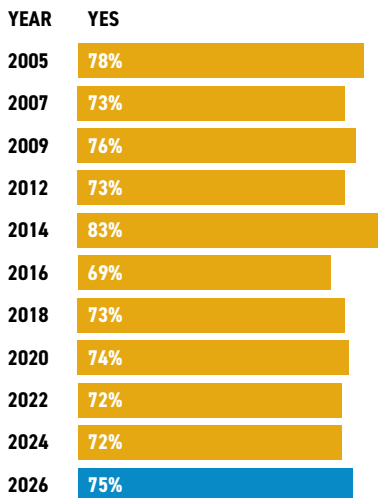
Does your association employ a community manager?



**64%** of associations employ a community manager, providing professional support and guidance to residents and their associations.

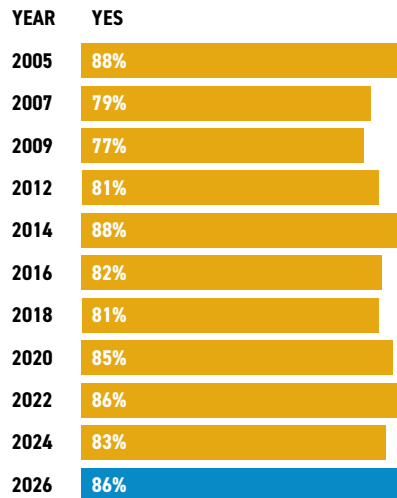


In your view, does your community manager provide value and support to residents and the community as a whole?



**75%** of residents say their community managers provide value and support to residents and their associations.

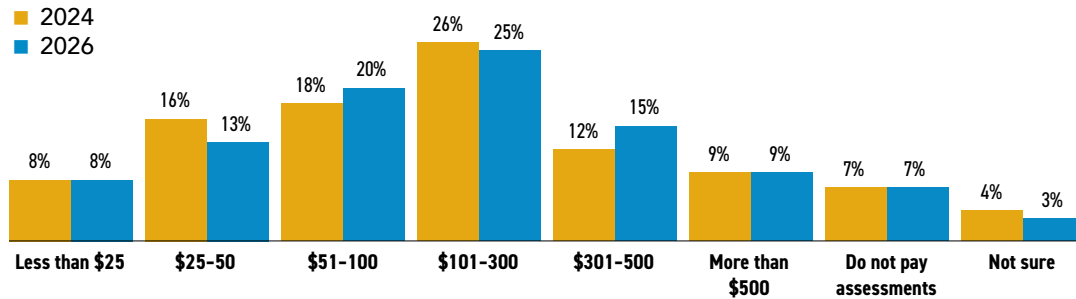
Was direct interaction with your community manager generally a positive experience?



**86%** of residents who had direct contact with their community manager say it was a positive experience.

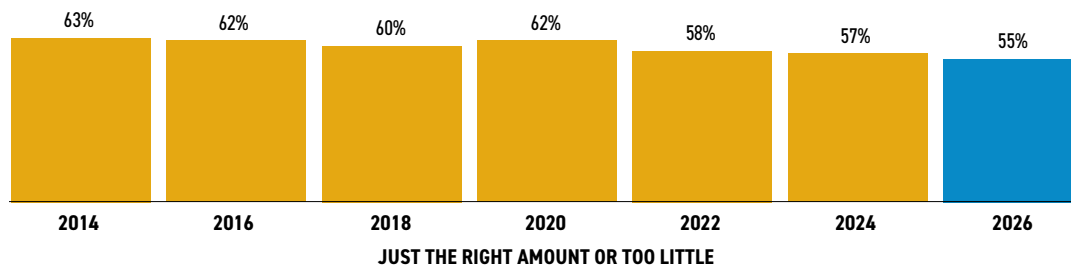
# Assessments

Which of the following best describes the amount of assessments you currently pay to your community association per month?



**45%** of survey respondents pay between \$51-\$300 per month for assessments.

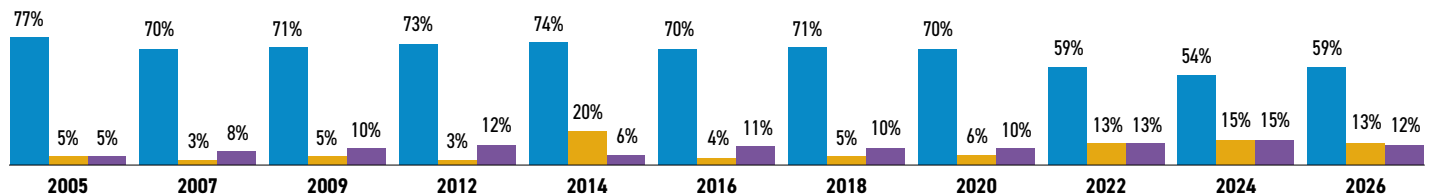
Thinking about the amount of your overall assessments that you pay for the services provided by your association, do you feel the amount of your assessments is too much, too little, or just the right amount?



**55%** of residents feel the amount they pay for assessments is too little or just the right amount.

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

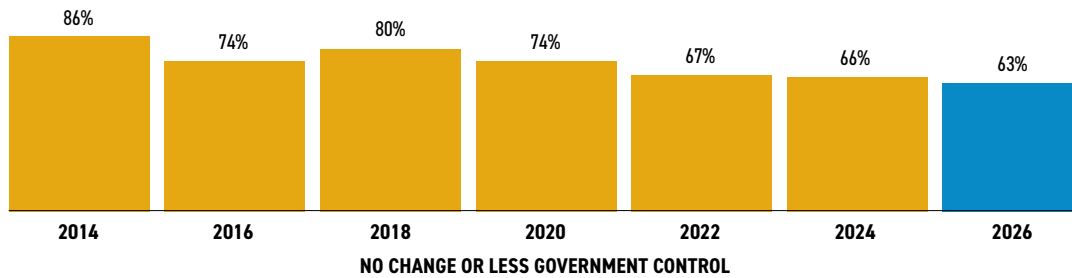
- Insist that every homeowner pay the assessments, involving attorneys only if delinquent accounts are not brought up to date after sufficient notification
- Make up the loss by increasing assessments for paying homeowners
- Curtail services and amenities such as reducing pool hours, delaying improvements, and spending less on landscaping



While most residents still favor holding delinquent homeowners accountable (**59%**), support for alternative approaches such as increasing assessments or reducing services has grown in recent years, reflecting a more balanced and pragmatic view of financial challenges.

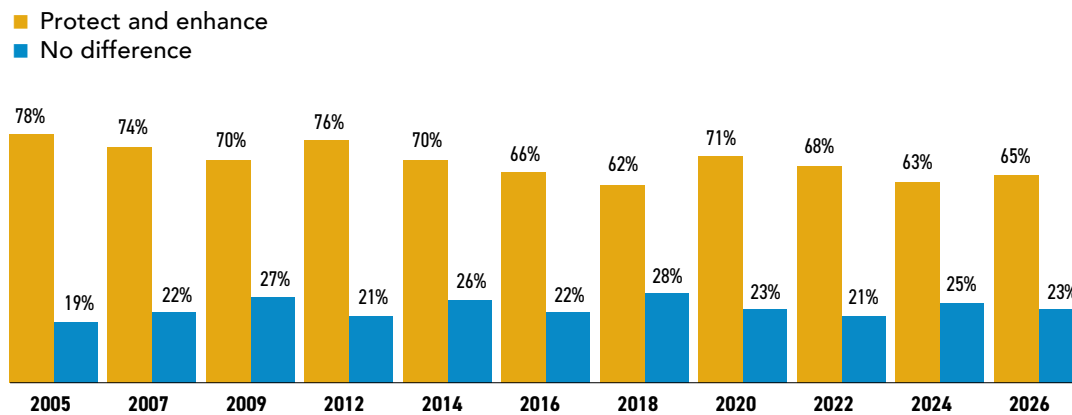
# Community Association Governance

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?



**63%** 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?



**88%** of residents say their association's rules protect and enhance property values (65%) or have a neutral effect (23%); only **6%** say the rules harm property values.



# Community Association Superlatives

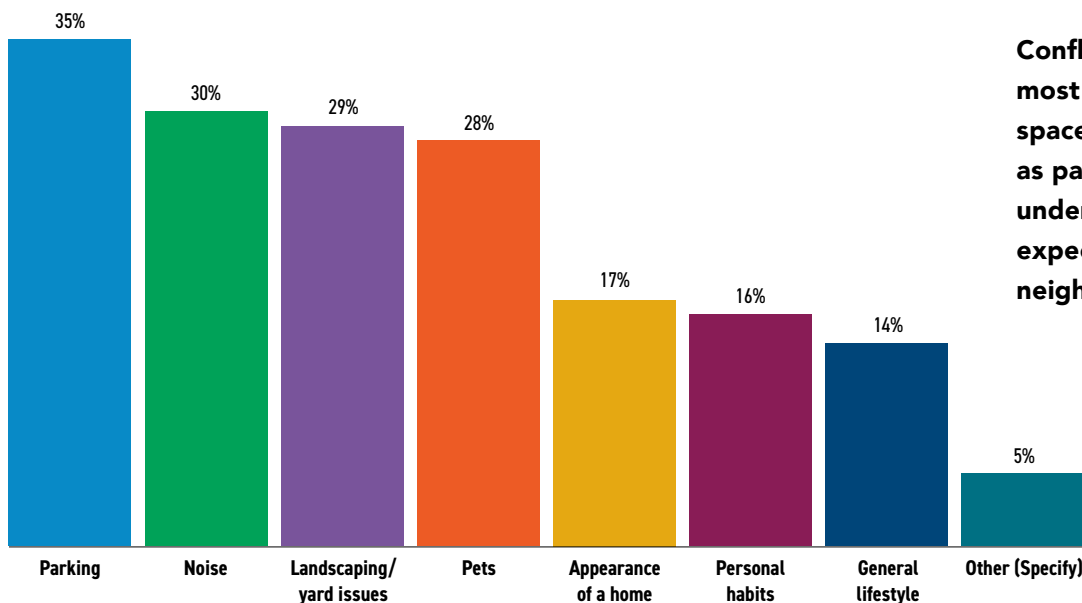
## Best aspects of living in a community association

- 21% Safe neighborhood
- 20% Clean/attractive neighborhood
- 13% Maintenance-free neighborhood
- 8% Property values
- 8% Amenities like swimming pools and tennis courts
- 7% Quiet neighborhood
- 7% Responsible neighbors
- 6% Everybody knows the rules
- 2% You have a say in the rules

## Worst aspects of living in a community association

- 20% Paying assessments
- 18% Nothing bad
- 17% Restrictions on exterior home improvements
- 9% The rules
- 9% Dealing with neighbors/members
- 8% Restrictions on parking
- 7% Dissatisfaction with the board
- 6% Restrictions on landscaping
- 3% Meetings

## What issues create the most conflict in your community?

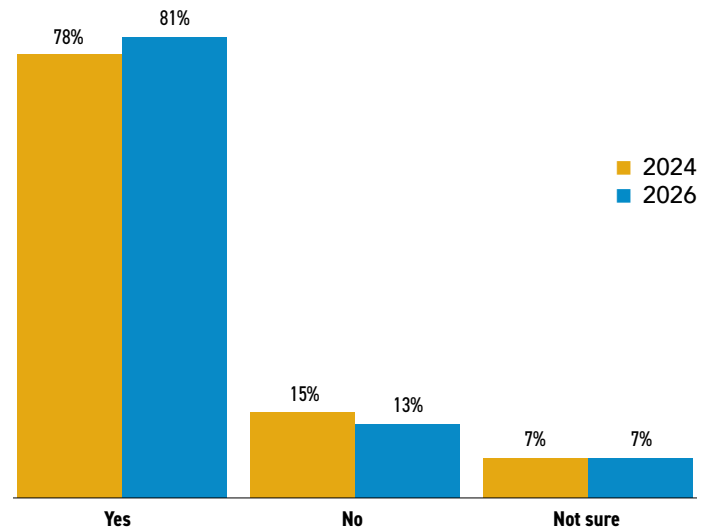


**Conflicts in communities are most often driven by shared space and lifestyle factors such as parking, noise, and pets, underscoring the need for clear expectations and neighbor-to-neighbor communication.**

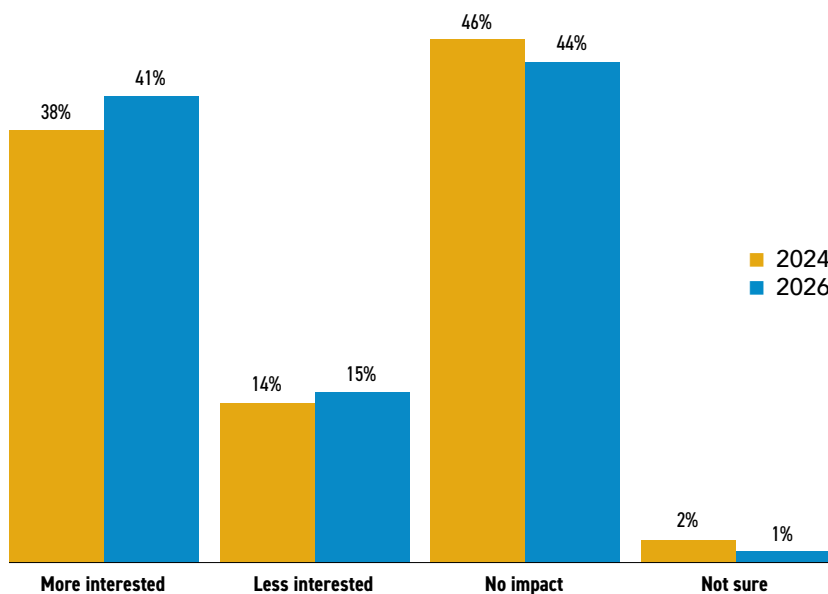
# Community Association Homebuyers



When you were considering the purchase or rental of your current home, were you told that it was in a community association?



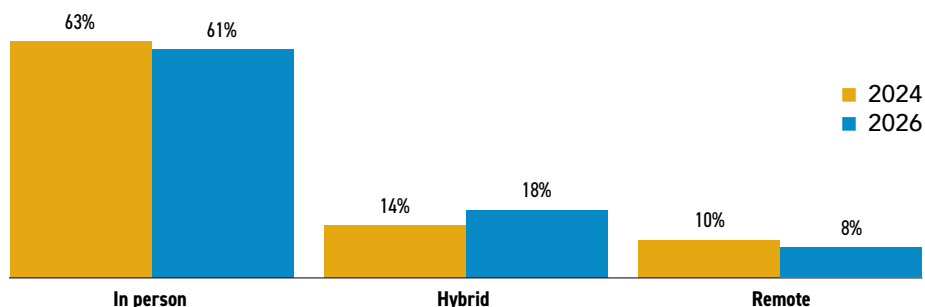
Did the fact that your current home is in a community association make you more interested or less interested about purchasing or renting your home, or did it have no impact?



**Awareness of community association living continues to improve, and more residents say it positively influenced their homebuying decision than negatively. In fact, 85% report that living in a community association had either a positive or neutral impact on their decision.**

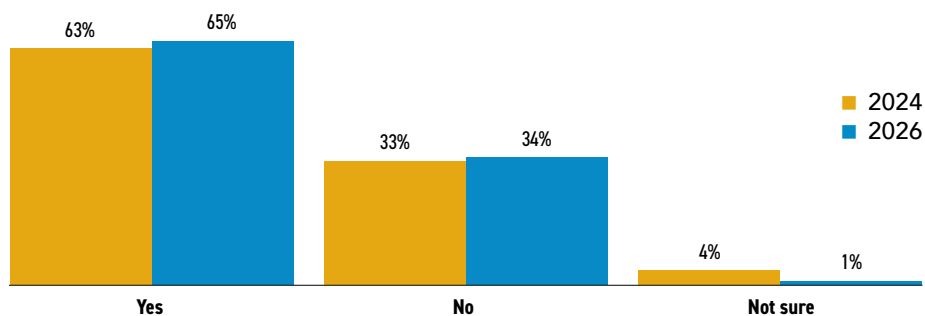
# Community Association Meetings

Are your board meetings and annual meetings available for in person, remote, or hybrid participation?



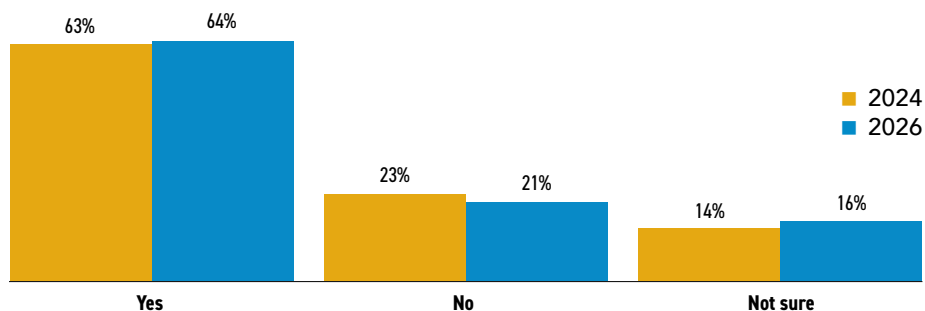
Most communities continue to offer in-person meetings (61%), while nearly one in five (18%) now offer hybrid options, reflecting a shift toward more flexible participation.

Have you been a more frequent attendee of community meetings because they are available remotely?



Remote meeting options are driving engagement, with 65% of residents saying they attend more frequently when remote participation is available.

Would you be a more frequent attendee of community meetings if they were available remotely?

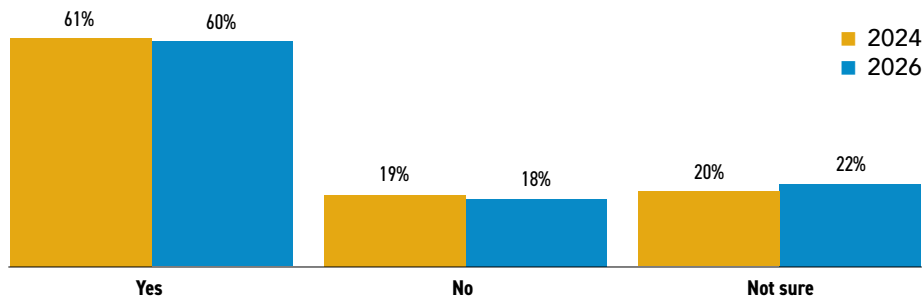


Demand for remote participation remains strong, with 64% of residents saying they would attend meetings more often if remote options were available, highlighting continued opportunity to increase engagement.

# Community Association Reserves

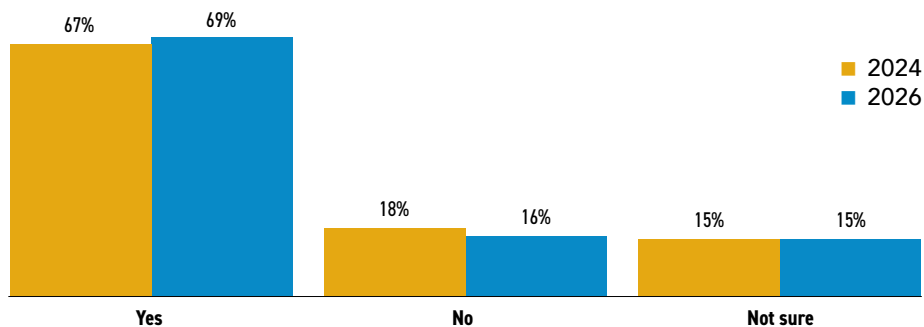
Community associations should have funds in a separate account to pay for necessary repairs or replacement projects. These funds are normally known as the reserve account. The 2026 Homeowner Satisfaction Survey results provide essential information on community association reserves.

If you live in a condominium or homeowners association, does your community have a reserve study to help plan for repair and replacement of major components?



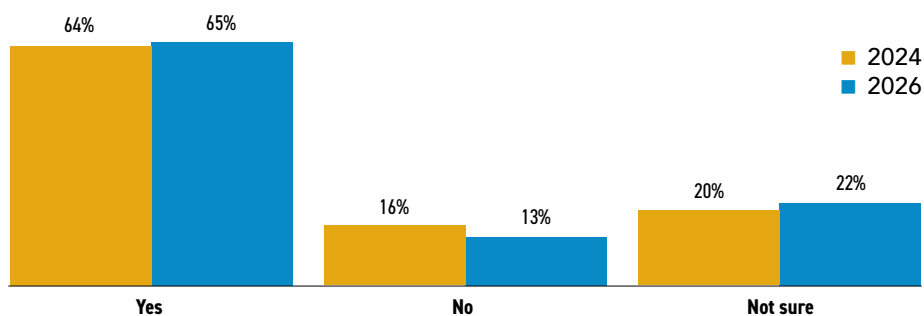
Most residents (60%) say their community has a reserve study in place, though 22% remain unsure, highlighting an opportunity to improve homeowner awareness.

Do you support annually investing in your community to build a fund for future repair and replacement of major components owned by the community?



Nearly seven in ten residents (69%) support annually investing in reserves, reflecting strong backing for long-term financial planning.

Does your community have a plan to fund the repair and replacement of major components owned by the community?

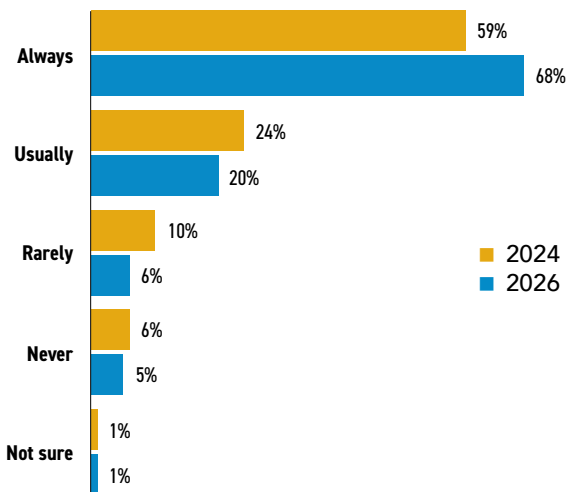


Funding plans for major repairs remain stable, with 65% of residents reporting their community has a plan in place.

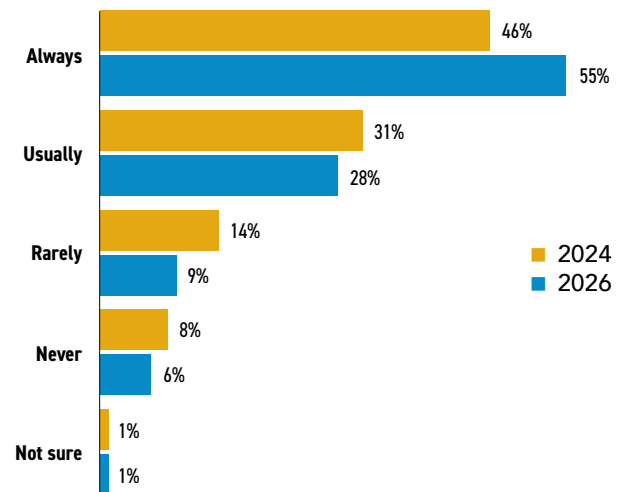
# Community Association Residents and Voting

Community association residents are highly engaged voters, with participation rates remaining strong across all levels of governance. While national (88%) and state and local (83%) voting rates are highest, nearly seven in ten residents (69%) also take part in their community's board elections. The 2026 Homeowner Satisfaction Survey reinforces the role of associations as environments that support and encourage civic involvement.

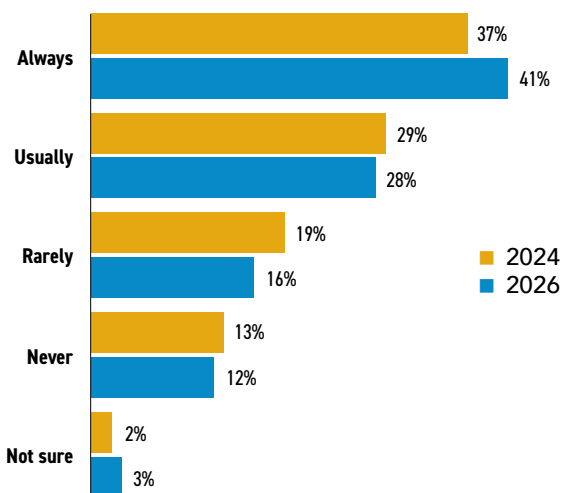
Do you generally vote in national elections?



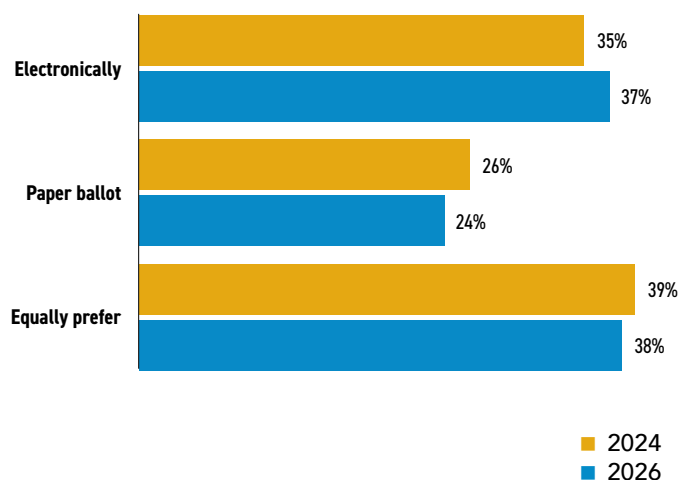
Do you generally vote in state and local elections?



Do you generally vote in community elections for association board seats?



How do you prefer to vote in community association decisions?







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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](http://foundation.caionline.org).

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