

# THE COMMUNITY BUILDER

## Homeowner Satisfaction

In the best of times, you as Board members and we as community professionals, tend to see and hear fewer complaints about what the Association is doing and how it is being done. In difficult times, the complaints sometimes reach a crescendo with owners wanting to make sure their hard earned dollars are working for them. A survey was taken a few years ago that reveal some interesting and positive facts. The survey was conducted by Zogby International, a leading public opinion research firm that was sponsored by the Foundation for Community Association Research, a non-profit organization created in 1975 by Community Associations Institute (CAI).

More than seven in 10 community Association residents expressed satisfaction with their community experience, according to the survey. Almost 40 percent of community association residents say they are "very pleased" with only 10 percent expressing some level of dissatisfaction. Another 20 percent expressed neither point of view.

An estimated 54 million Americans live in some 274,000 homeowners, condominium or co-ops or other planned developments.

Here's what the survey revealed:

- 88 percent believe their governing boards strive to serve the best interests of the community
- 90 percent say they are on friendly terms with their association board members, with just 4 percent indicating a negative relationship
- 80 percent say they get along well with their immediate neighbors, with just 5 percent reporting a negative relationship. Of those who reported issues with neighbors, the most common problems were pets, general lifestyle, noise and parking
- 78 percent believe community association rules "protect and enhance" property values. About 20 percent see no difference

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- 88 percent of residents who have interacted with professional community managers say the experience has been positive.

This survey was based on telephone interviews conducted in August 2005, the survey has a margin of error of +/- 3.5 percentage points. A summary of the results is posted at [www.caionline.org/about/survey.cfm](http://www.caionline.org/about/survey.cfm). Source: Community Associations Institute

