



Northwest Property Management

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Established In 1979

Are Homeowners Satisfied With Their Community?

Here's What HOA Residents Have to Say:

Americans who live in community associations are overwhelmingly pleased with their communities, expressing strong satisfaction with the board members who govern their associations and the community managers who provide professional support.

More than seven in 10 community association residents expressed satisfaction with their community experience, according to a survey conducted by Zogby International, a leading public opinion research firm. Almost 40 percent of community association residents say they are "very pleased," with only 10 percent expressing some level of dissatisfaction. Almost 20 percent express neither point of view.

An estimated 54 million Americans live in some 274,000 homeowner associations, condominium communities, cooperatives and other planned developments.

Here's what community association residents say:

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.

86 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, while only one in 100 say rules harm property values. About 20 percent see no difference.

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

The research was sponsored by the Foundation for Community Association Research, a non-profit organization created in 1975 by Community Associations Institute (CAI).

Based on telephone interviews conducted in August 2005, the survey has a margin of error of +/- 3.5 percentage points.